

NORFOLK RECORDS COMMITTEE

Date: Friday, 28 January 2022
Time: 10:30am
Venue: Council Chamber, County Hall, Martineau Lane,
Norwich NR1 2DH

Membership

Cllr Michael Chenery of Horsbrugh (Chairman)		Norfolk County Council
Cllr Robert Kybird (Vice-Chairman)		Breckland District Council
Cllr Vivien Thomas		Norwich City Council
Cllr Barry Duffin	<i>Substitute: Cllr Libby Glover</i>	South Norfolk District Council
Cllr Phillip Duigan		Norfolk County Council
Cllr Virginia Gay	<i>Substitute; Cllr Saul Penfold</i>	North Norfolk District Council
Cllr Elizabeth Nockolds		King's Lynn & West Norfolk Borough Council
Cllr David King	<i>Substitute: Grant Nurden</i>	Broadland District Council
Cllr Alison Birmingham		Norfolk County Council
Cllr Ash Haynes		Norwich City Council
Cllr Trevor Wainwright		Great Yarmouth Borough Council
Cllr Alan Waters	<i>Substitute: Cllr Marion Maxwell</i>	Norwich City Council

Non-Voting Members

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

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

Tim Shaw on 01603 222948
or email committees@norfolk.gov.uk

Advice for members of the public:

This meeting will be held in public and in person.

It will be live streamed on YouTube and, in view of Covid-19 guidelines, we would encourage members of the public to watch remotely by clicking on the following link:

https://www.youtube.com/channel/UCdyUrFjYNPfPq5psa-LFIJA/videos?view=2&live_view=502

However, if you wish to attend in person it would be most helpful if, on this occasion, you could indicate in advance that it is your intention to do so. This can be done by emailing committees@norfolk.gov.uk where we will ask you to provide your name, address and details of how we can contact you (in the event of a Covid-19 outbreak). Please note that public seating will be limited.

Councillors and Officers attending the meeting will be taking a lateral flow test in advance. They will also be advised to wear face masks all times unless they are speaking or are exempt from wearing one. We would like to request that anyone attending the meeting does the same to help make the event safe for all those attending. Information about symptom-free testing is available [here](#).

A g e n d a

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

2 Minutes

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To confirm the minutes of the meeting of the Norfolk Records Committee held on 29 October 2021

3 Members to Declare any Interests

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

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

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

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

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

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

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

4 To receive any items of business which the Chair decides should be considered as a matter of urgency

5 Finance and Risk
Report by the Director of Culture and Heritage

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6 Norfolk Record Office Projects Report
Report by the Director of Culture and Heritage

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7 Future Meetings:

1 April 2022	10.30 am
22 July 2022	10.30 am
28 October 2022	10.30 am
3 February 2023	10.30 am
14 April 2023	10.30 am

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

Date Agenda Published: 20 January 2022



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Norfolk Records Committee

Minutes of the Meeting held on 29 October 2021 at 10.30 am at County Hall Norwich

Present:

Norfolk County Council

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

Norwich City Council

Cllr A Haynes

Breckland Council

Cllr R Kybird (Vice-Chair)

Borough Council of King's Lynn and West Norfolk

Cllr E Nockolds

North Norfolk District Council

Cllr V Gay

South Norfolk District Council

Cllr B Duffin

Non-Voting Members

Representative of the Bishop of Norwich

Rev'd C Read

1 To receive apologies and details of any substitute members attending

- 1.1** Apologies for absence were received from Lady Dannatt, Cllr D King, Dr G A Metters, Dr V Morgan, Prof. C Rawcliffe, Mr A Steynor, Cllr V Thomas, Cllr T Wainwright and Cllr A Waters.

2 Minutes

- 2.1** The minutes of the meeting held on 23 July 2021 were confirmed as an accurate record of the meeting and signed by the Chair.

2.2 Minute 10 Matter Arising: Mr Michael Begley

With reference to minute 10 of the previous meeting, the Chair signed a letter (which had been produced on archival paper and in a presentational box) for the County Archivist to send to Mr Michael Begley to commemorate his retirement from the Committee after many years of service.

3 Declarations of Interest

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

4 Items of Urgent Business

- 4.1** There was no urgent business.

5 Finance and Risk

5.1 The Committee received a report outlining the Norwich Record Office revenue budget for 2020/21, capital programme and reserves and provisions and an update on the service risk register.

5.2 The following points were discussed and noted:

- The Record Office was currently forecast to achieve a balanced budget position for 2020/21.
- Emergency grant funding had continued to be sought from the Government to help meet the predicted loss of income for the Service during the extended period of closure and reduction in normal activity due to Covid-19.
- The Record Office had plans for more on-line services. Demand for such services would increase significantly after the release of the 1921 census information.
- It was pointed out that only minor adjustments were made in the risk register since this matter was last reported to the Committee in June 2021.

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

1. Forecast position of the revenue budget, capital programme, reserves and provisions.
2. Management of risk for 2020/21.

6 Performance Report

6.1 The Committee received a report that provided information on the Record Office's progress towards delivering the Norfolk Record Office (NRO) Service Plan between 1 April 2021 and 30 September 2021.

6.2 The following points were discussed and noted:

- A report on the long-term aims of the Norfolk Record Office was presented to the previous meeting.
- Work continued to be done to enable new audiences to benefit from the use of archives and to record evidence within the local community about the pandemic. This was being done through a mixture of online and in-person events, workshops, talks and displays, work with schools and through work with the Restoration Trust as part of the Change Minds partnership which provided courses that combined archive research and creativity to improve the mental wellbeing of those experiencing problems.
- The Change Minds Project continued to receive much interest at the national level. The Norfolk Record Office continued to develop and submit funding applications for Change Minds UK in conjunction with the Restoration Trust. Further funding was being applied for which would enable the project to expand its work on this project in Norfolk and beyond, thereby providing wellbeing support services to extend the benefits of this high-quality project to a larger audience. In reply to questions, it was pointed out that the Norfolk Record Office aimed to create a national hub that placed it at the forefront of developments in this field of work. People aged in their 20s to those in their 70s had benefited from the Change Minds sessions. Some of the evidence work with the UEA in support of the project could be found on the Change Minds website. The County Archivist was asked to provide Members of the Committee with an update outside of the meeting

on the most recent work in support of the project.

- The County Archivist was also asked to provide a briefing note for Cabinet Members at District Council level on Record Office initiatives (such as the Change Minds Project and work to record the pandemic) that were being undertaken by the Record Office.
- The Committee heard that the Paston Exhibition (which was produced in partnership with the UEA and the Paston Heritage Society and funded through a significant lottery grant) was proving to be a great success although visitor numbers were impacted by the pandemic. Those Members of the Committee who had not already do so were encouraged to visit the exhibition which had been extended for a further two weeks.
- The Record Office had agreed previously that due to budgetary pressures future large scale exhibitions would require external funding. The next NORAH meeting would discuss ideas for future use of the Long Gallery exhibition space.
- From September 2021, the Record Office had reduced some of the restrictions on building access which meant that more people were able to make use of searchroom facilities and did not have to book all their documents in advance of their visit.
- A survey was being undertaken to obtain detailed data for planning environmental conditions within the Record Office strong rooms as part of future planning for the use of the building.
- Work had been done to maximise the use of the strong rooms.
- Members were pleased to hear about plans to resume the on-line volunteer programme in November 2021.
- The County Archivist answered questions about the most significant of the 126 accessions take on by the Record Office during the period covered by the report and how such documents were themselves accessioned.
- Work on the migration and collection of metadata to improve its long-term sustainability and future use continued to take place. The authority files within the catalogue provided specific access points and were being developed as part of a new way of working with data.
- Members spoke about the importance of the information held within Norwich Diocese Consistory Court Deposition Books some of which had recently have been catalogued in detail.

6.3 The Committee CONSIDERED and COMMENTED on the actions taken by the Record Office to provide a service during this period and APPROVED the continued implementation of the Record Office Service Plan.

7 Future Meetings

7.1 The dates of future meetings were noted:

28 January 2022 10.30 am

1 April 2022 10.30 am

The meeting concluded at 11.20 am.

Cllr Michael Chenery of Horsbrugh, Chair of the Committee



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Norfolk Records Committee

Item No:5

Decision making report title:	Finance and Risk
Date of meeting:	28 January 2022
Responsible Cabinet Member:	Councillor Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller (Director of Culture and Heritage)
Is this a key decision?	No

Executive Summary

This report covers the NRO revenue budget for 2021/22, 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, capital programme and Reserves and Provisions indicates that the service is forecasting a balanced position.
- Progress with risk management for NRO.

Recommendations:

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

- 1. Forecast position of the revenue budget, capital programme, reserves and provisions**
- 2. Management of risk for 2021/22**

1. Revenue Budget

1.1 The budget for 2021/22 is £743,840 and is summarised in the table below.

Service	Current budget £	2021/22 forecast Outturn £	Forecast +Over/- Underspend £
Salary	978,480	983,573	5,093
Premises	3,960	5,681	1,721
Travel	2,240	2,911	671
Supplies & Services	47,870	82,737	34,867
Support Services	27,430	27,505	75
Capital	272,070	272,070	
Income			
Grant Income	(303,420)	(338,181)	(34,761)
Sales fees and Charges	(222,530)	(230,168)	(7,638)
Other Income	(201,730)	(201,758)	
Total	604,370	604,370	0

1.2 We are currently forecasting an overall balanced position for the 2021/22 revenue budget.

1.3 Reserves and Provisions

1.3.1 The table summarising the position appears below.

Reserves and Provisions	Balances at 01Apr 21	Forecast Balance at 31 Mar 22	Planned Change
	£	£	£
Norfolk Record Office			
Residual Insurance and Lottery Bids	(80,886)	(41,558)	39,328
Unspent Grants & Contributions Reserve	(49,618)		49,618
Service Total	(130,504)	(41,558)	88,946

2. Risk Management

- 2.1. The Service continues to manage the risks to its objectives both internal and external. The Risk Register is reviewed and updated on a quarterly basis and was last reported to this Committee at the last meeting. A summary of the Risk Register based on the most recent reviews appears at Appendix A.
- 2.2. The Register contains six key risks, three 'high' level, two of which are currently assessed as a 'medium' level risk, while one is assessed as 'low'.
- 2.3. All risks are being well managed. One of the risks is assessed as being met and is shown as green whilst another is shown as 'Green – on schedule' progress towards achieving target risk score, and the other three are showing 'Amber' and with further planning should be met.
- 2.4. The impact of the unmet risks on the budget has been assessed as follows:
- 2.4.1 For RM13959 'Loss of or reduction in funding', if this external funding was lost then the Service would need to reduce spending in line with the reduction of funding. This risk is classed as 'Amber'. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities.
- 2.4.2 For RM13963 'Inability to continue collecting archives', an increased level of accessions would reduce the available space more quickly than planned. Additional space has been created by the installation of a new shelving system in part of one strongroom and long-term plans are being prepared. The risk is classified as Green as it will not have an impact on the financial position in the coming year and so will have no impact on the revenue position.
- 2.4.3 For RM14164 'Failure to meet growing public expectations on access', is the risk that the public can't access collections as easily as they expect to. This could mean demand for our services would reduce and the benefits of using archives not be realised. This has been mitigated through entering into commercial partnerships for access to some parts of collection and information on holdings is constantly updated and improved. This risk is classed as 'green' and is not expected to occur

in 2019-20, and so will have no impact on the revenue position.

- 2.4.4 For RM14165 'Failure to collect, preserve and make accessible new formats of archive', NRO is not in a position to fully manage the preservation and continued accessibility of born digital records. This is mitigated through developing procedures, staff skills and exploring collaborative approaches. This risk is classed as 'Amber', however, the NRO is taking action to ensure the infrastructure and skills are in place.
- 2.4.5 For RM14167 'Collection at risk through unexpected events', due to the special nature of the NRO collection the usual NCC continuity planning has to be reviewed and adapted. This is mitigated through the roll out of specific Emergency Plan, in which all staff, are trained. This risk is classed as 'Met' but will continue to be reviewed.

3. Issues, risks and innovation

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

4. Background

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

Officer Contact

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

Officer name : Andrew Skiggs, Finance Business Partner **Tel No. :** 01603 223144

Email address : andrew.skiggs@norfolk.gov.uk

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

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



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Risk Number	RM13959					Date of update		25 October 2021		
Risk Name	Loss of or reduction in funding									
Risk Owner	Gary Tuson					Date entered on risk register		31 March 2009		
Risk Description										
Loss of or reduction in levels of external funding (including NCC) and income generation, could lead to a reduced capacity to deliver the service, threaten business viability 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
4	5	20	5	3	15	4	3	12	Mar-22	Amber
Tasks to mitigate the risk										
Covid-19 has had a significant impact on income generation in a number of areas. NCC are aware of this and taking it into account in their overall budget planning.										
Progress update										
Central government grants breceived to cover some of the impact of failing to meet income generation targets										
Plans to support increase in income generation included in 2021-22 planning										
Revenue levels rising with increases in remote orders and demand for birth, death and marriage certificates										

Risk Number	RM13963		Date of update		25 October 2021					
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	2	6	Mar-22	Green
Tasks to mitigate the risk										
Work on reorganization of space was delayed in 2020 but has resumed in 2021										
Work on specifying long-term storage needs started										
Progress update										
Installation of new shelves in strong rooms complete. This provides in excess of 75 cubic metres of storage. Sufficient for 3 years of collection accumulation.										

Risk Number	RM14164			Date of update			14 January 2022			
Risk Name	Failure to meet growing public expectations on access									
Risk Owner	Gary Tuson			Date entered on risk register			27 February 2014			
Risk Description										
Public are not able to access collections as easily as they expect through modern technologies										
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
3	3	9	4	4	16	3	3	9	Mar-22	Green
Tasks to mitigate the risk										
Enhancement of metadata in selected areas										
Restricted access due to need for social distancing is reducing access to collections										
Progress update										
Searchroom reopened in-line with Covid risk assessment and new arrangements introduced in October to further increasing access										
Import of data into new system completed										

Risk Number	RM14165		Date of update		25 October 2021					
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 position to fully managed digital records in line with the OAIS model.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-22	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		25 October 2021					
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	Mar-22	Green
Tasks to mitigate the risk										
Disaster / emergency plan training to be rolled out										
Progress update										
New starters at Record Office all trained in Emergency Plan procedures										
This risk needs to be constantly managed.										

Norfolk Records Committee

Item No: 6

Report Title: Norfolk Record Office Projects Report

Date of Meeting: 28 January 2022

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

Responsible Director: Steve Miller

Is this a Key Decision? No

Executive Summary / Introduction from Cabinet Member

Recommendations:

That Committee:

Note the contents of the report on each project and comment accordingly

1. Background and Purpose

- 1.1 Two externally funded projects are now in their final stages: Community Archives: Skills Support and Sustainability (CA3S) and Unlocking Our Sound Heritage. This report details the objectives of these projects, the targets they set, their progress in meeting them, how the projects have been extended beyond their original completion dates, some highlights, and the legacy the projects will leave. It also provides details of a planned Change Minds mental wellbeing project.

2. Proposal

That Committee:

- 2.1 Note the contents of the report and comment accordingly on
- Community Archives: Skills, Support and Sustainability
 - Unlocking Our Sound Heritage
 - Scaling Up Change Minds

3. Community Archives: Skills, Support and Sustainability

- 3.1 Community Archives: Skills, Support and Sustainability project is a National Heritage Lottery Fund supported project. It is a major plank in delivering the NRO's long-term strategic aim of Supporting Norfolk's Archive Ecology.
- 3.2 The project commenced in March 2020. It is a partnership with 30 community archive and local heritage groups across Norfolk with the aims of delivering:
 - i. one-to-one support and advice to the partner groups to allow them to develop archive skills, take intellectual control over their collections and ensure the ongoing preservation of their records
 - ii. an online training resources on collection management, archive preservation, cataloguing, digitisation and oral history
 - iii. in-person and online training events based on these resources
 - iv. an online community archive forum and directory of further resources
 - v. equipment for partner organizations to deliver specific projects
- 3.3 The main phase of the project was due to end in March 2022, but the project has been extended to include a second phase running until July 2022 when the project team's contracts end.
- 3.4 With the project commencing at the start of the first lockdown, the project had to be replanned. However, the project was able to proceed by changing the work plan and adopting an online delivery model. Whilst this reduced the effectiveness of some elements of the project – particularly the visits to project partners - it did enable wider participation in the project. For example, training sessions have been attended by non-partner groups in Norfolk, from across the UK and from as far afield as Uganda. And it enabled the project to proceed and connect with people during the lockdowns.
- 3.5 So far, the project has delivered the following:
 - i. The Community Archives Toolkit

An online resource - Community Archives Toolkit - on the Norfolk Record Office's website comprised of guides to various archive processes such as cataloguing, digitisation and preservation. Each section includes downloadable resources such as catalogue, box list and accession register templates and examples of policy documents. To date, there have been over 4,600 individual page views.

- ii. Training Sessions: A series of training sessions, on cataloguing, digitisation, preservation, oral history, collections management and collecting programmes around Covid-19. To date, we have run 29 online training sessions with a total of 217 attendees.
- iii. A YouTube Training Channel: Online sessions have been edited and recorded for inclusion on Norfolk Record Office's YouTube channel. To date, there have been over 500 unique video views.
- iv. The Norfolk Archives Network Forum: The team monitors the [Norfolk Archives Network Forum](#), an online message board where groups can keep in touch, let each other know about training opportunities and events, and ask for advice about their collections. To date, 116 conversation threads have been posted.
- v. Project Support: The project has worked closely with 25 partner groups on a variety of different projects, for example, listing and cataloguing and digitising their holdings, repackaging records and giving advice on improving storage and preservation options. This has involved a mixture of online and in-person meetings (when restrictions have allowed), and the sessions are a mixture of presentations and practical work.
- vi. Networking Opportunities: It has run remote social meetings three times per cohort, where partner groups can meet informally online, talk about their projects and swap advice and resources. So far, 13 of these social events have run with over 60 attendees. Anecdotally, a number of groups have mentioned that these have been helpful for wellbeing and motivation during the pandemic restrictions.
- vii. Loans of Digitisation Kit: To date, the digitisation kit has been lent to five groups, each for two months. It is estimated that Loddon Parish Study Group have digitised over 1,000 images from their collection and the Wherry Yacht Charter have digitised over 2,000. Martham Local History Group have also made use of the digitisation facilities at the NRO to digitise relevant parish records held there.

- viii. A New Heritage Group: The project team has also been instrumental in setting up an entirely new group, the Norwich Jewish Heritage Group

3.6 Project Extension

A project underspend, largely due to saving on travel costs and venue hire enabled a request for a project extension to be submitted to the National Lottery Heritage Fund. The acceptance of this proposal meant that project team contracts could be extended from March until July 2022. This will enable the project to:

- i. Provide training on collecting records of the pandemic and on recruiting and managing volunteers. These resources will be added to the online Toolkit.
- ii. Conduct on-site visits to some of the partner groups who were restricted to online contact.
- iii. Work with an additional cohort of community archive groups
- iv. Hold online and in-person events to celebrate the achievements of community groups

3.7 Project Highlights

Some case study highlights include:

- i. Brundall Local Heritage Group have managed to draw up over 100 digital catalogue records after receiving in-person training. They record their catalogue entries on to standardised forms, which are then compiled in a catalogue spreadsheet.
- ii. Girlguiding Norfolk have repackaged almost their entire collection and have digitised a large portion of their vulnerable records to improve access.
- iii. Wherry Yacht Charter Charitable Trust have created a catalogue structure for a previously uncatalogued collection and are in the process of repackaging photographs, slides and postcards.
- iv. Waveney Heritage have organised a public display of their holdings and are cataloguing them for the first time, creating a high-level catalogue structure.
- v. Museum 4 Watton are appraising a collection of almost 500,000 photographs following training from the project.
- vi. Fakenham Community Archive are setting up a programme of oral history records following training in oral history procedures and the best use of recorders.

- vii. Loddon Parish Study group have extensively catalogued their collections remotely, and used their newly catalogued records to inform new local history walk publications
- viii. Reepham Town Archive have developed an online gallery of digitised records from their collections.
- ix. Many groups have created or refreshed policy documents including collecting policies, oral history participation agreements and deeds of transfer.

3.8 Project Legacy

The project has been run with a view to its resources being available after the project has been completed. This is important to the NRO achieving its long-term objective of Supporting Norfolk's Archive Ecology.

- i. The Community Archives Toolkit website will remain available for both the project partners and groups from across Norfolk, the UK and the world to use.
- ii. The training, resources and equipment purchased for the project partners will enable them to continue preserving, managing and digitising their collections.
- iii. The digitisation kit will remain available to groups to loan from the NRO.
- iv. Cataloguing and collections management training will ensure that any groups that close down will be able to transfer their collections to the NRO with minimal processing required.

4. Unlocking Our Sound Heritage

- 4.1 Sound archives are stored on a variety of formats – reel-to-reel tape, cassettes, DAT (digital audio tape) etc - are increasingly at risk of loss. Not only are they subject to greater rates of physical deterioration than many other forms of archive, but the equipment to play them is becoming harder to find. Professional consensus is that time is running out to save many of our sound collections and that swift action is needed. To address these concerns, the NRO has been a partner in Unlocking Our Sound Heritage (UOSH) This five-year project is a partnership with the British Library (BL) funded by the National Lottery Heritage Fund (NLHF). It aims to preserve, provide access to and engage people with thousands of the UK's rare and unique sound recordings. The NRO is one of ten regional hubs and covering an eastern region which includes Suffolk, Lincolnshire, Cambridgeshire, Hertfordshire and Bedfordshire.

- 4.2 The UOSH hub at NRO began work in October 2018 with a series of targets which were later adjusted to take into account disruption to the project caused by the pandemic. These targets and the NRO's performance are shown in the table below.

Outputs	Target	Achieved: Dec 2021
Physical sound items digitised	4081	4324
Recordings ingested, i.e. fully preserved	6,482	5671
Recordings cleared for online access	c.500	755
Number of volunteers	30	94
Number of volunteer days	900	959
Number of learning events	26	46
Number of participants in learning events	n/a	1265
Training offered to heritage sector	2	11
Establish centre of audio preservation excellence	n/a	n/a

Table 1: Targets against delivery to December 2021

- i. **Physical sound items digitised:** These are sound archives which have been transferred from analogue or obsolete digital formats into preservation grade WAV files. This requires playing on high quality, well maintained equipment and conversion from analogue to digital at a high sample rate.
- ii. **Recordings Ingested:** This is the process whereby archival grade WAV files are combined with digitisation process metadata, catalogued metadata with timecode information and then moved into the British Library digital repository for long-term preservation.
- iii. **Recordings Cleared for Online Access:** Sound recordings often require extensive rights work before they can be published online. This involves detailed ownership, copyright and data protection checks and, where necessary, requesting permission from rights holders for their material to be streamed online by the British Library and used by NRO.
- iv. **Volunteers:** Volunteers played an important role in cataloguing the sound archives. Working in the searchroom and from home, they listened to hundreds of hours of digitized sounds, recording information on content which was used in detailed cataloguing.
- v. **Learning Events and Training:** New discoveries and the fact that sound recordings were now accessible and easy to use enabled the project to deliver 46 engagement events. It was also able to deliver 11 events where

it shared skills in dealing with and using sound archives with the wider heritage sector.

- vi. **A Centre of Audio Preservation Excellence:** The sound studio at Norfolk Record Office has been set up for the transfer of audio sound archives to archival grade WAV files. The British Library provided equipment on long-term loan for the transfer of cassette, open reel tape, CD and mini-disc formats. Specialist equipment to conserve and transfer lacquer and vinyl discs, four-track open reel tape and additional cassette decks have been acquired by UOSH, providing NRO with the ability to digitise a wide range of obsolete analogue formats.

4.3 Project highlights

It is not possible to list all the highlights of the project, but a few are listed below to give a flavour of some of its achievements.

- i. Preserving a recording of James Mumford, resident of King Street, Norwich, talking about his work as a nurse in a field hospital in France in 1916 and presented it to the King Street Residents' Association.
- ii. Preserving of the British Antarctic Survey's recording of a lecture given by Sir Raymond Priestly b.1886, the last surviving member of both Scott and Shackleton's expeditions to Antarctica.
- iii. Preserving and obtaining full copyright clearance for *Chris Thompson's Railway Sounds*, a collection of 236 open reel and cassette tapes recording Britain and Europe's lost age of steam.
- iv. King Street Experience for the Visually Impaired: In autumn 2019 a sound artist was commissioned to create an experiential heritage walk for people with visual impairments. The walk used sound clips from an oral history collection digitised by UOSH about life in King Street, Norwich, in the early twentieth century. The walk incorporated historic aspects of the physical environment and gave access to yards normally closed to the public.
- v. Reminiscence sessions: In the winter of 2019-2020, the UOSH engagement officer took a set of UOSH's digitised recordings and accompanying photographs into residential care homes in Norwich for reminiscence sessions.
- vi. Sound Minds: In Summer 2021 UOSH there was a programme of online workshops with the Restoration Trust mental health charity. Participants from Norfolk and Wiltshire with mental health conditions engaged with sound archive material to promote mindfulness, inspire creative writing and artistic expression. The group bonded over shared experiences relating to audio formats and experiencing sound, creating a sense of community and wellbeing.

- vii. Podcasting Workshops: In Winter 2021 UOSH ran a test bed series of workshops for volunteers from the Museum of Norwich. The workshops focused on digital audio editing skills, historic research skills and used content from UOSH sound collections to create podcasts.

4.4 Legacy

- i. The UOSH project will leave NRO with a fully working sound archive digitisation studio with digital transfer knowledge embedded into NRO's permanent team.
- ii. Of the recordings transferred, preserved and made accessible, 3,241 are from NRO collections.
- iii. The pioneering of remote volunteering during lockdown using free software has opened up potential for remote cataloguing projects.
- iv. UOSH has developed workflows and corporate skills for managing copyright and sensitivity issues in audio recordings.

5. Scaling Up Change Minds

- 5.1 Change Minds is a mental wellbeing project which uses archive collections from the county asylum to work with people who have experienced mental health problems. The project combines historical research, skills development and creativity to improve mental wellbeing. As a number of evaluations of previous Change Minds projects in Norfolk have shown, it can have significant wellbeing benefits.
- 5.2 Nearly 30 archives across the UK have expressed an interest in running Change Minds projects. Further to this, in 2020 the NRO established an Archives for Wellbeing Network to help support a new project to enable this roll out beyond Norfolk.
- 5.3 In late 2021 an application was submitted to the National Lottery Heritage Fund for the next stage in the development of the Change Minds project. This was a joint submission, made by the Restoration Trust, the NRO's partner in Change Minds.
- 5.4 The results of the application are expected early in 2022. If successful, the project will run until 2024.

Aims of the Project

- 5.5 The project will enable other organization to set up and run their own local iterations of Change Minds. It will create a website and support framework which consists of three elements:

i. **Advocacy and Partnership**

Key to the success of any Change Minds project is the partnership between the archive service / record office and a mental health service provider. The advocacy resources will support building these relationships. It will then provide the resources required to formalise those partnerships.

ii. **Running a Change Minds Course**

The largest part of the website will cover the delivery of Change Minds. This will include resources for staff development, project organization, session plans, research training and creative session resources.

iii. **Evaluation Framework**

A shared evaluation framework will be developed so that each project can evaluate its own performance whilst contributing to a joint corpus of data. This will enable Change Minds to build a quantitative evidence base of its impact.

Co-Production

- 5.6 To assist with resources development and testing, the project will engage with a wide range of stakeholders. This will include six iterations of Change Minds at archive services, who will be working in partnership with their local service provide partners:

- i. Bethlehem Museum of the Mind working with the NHS Trust
- ii. Bristol Archives working with local charities
- iii. Dundee University Archives working with local charities and the University's Department of Health Sciences who will undertake wellbeing research across the whole project.
- iv. Lancashire Archives working with the NHS Recovery College
- v. The National Archives working with the Black, African and Asian Therapy Network

- vi. Norfolk Record Office working local charities

6. Other Implications

4.1 Equality Impact Assessment (EqIA):

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

4.2 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.

4.3 Health and Safety implications:

All changes to public access are subject to risk assessment process

4.4 Sustainability implications (where appropriate):

Continued delivery of online courses instead of in-person reduces the need for travel.

7. Recommendations

That Committee:

- 5.1 Note the contents of the report and comment accordingly
- 5.2 Approve the continued implementation of the Record Office Service Plan

Officer Contact

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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.