

NORFOLK RECORDS COMMITTEE

Item No.

Report title:	Performance Report 1 October 2017 –28 February 2018
Date of meeting:	6 April 2018
Responsible Chief Officer:	Tom McCabe - Executive Director, Community and Environmental Services
Strategic impact This report provides information on the activities of the Norfolk Record Office (NRO) and performance against its service plan during the period between 1 October 2017 –28 February 2018.	

Executive summary

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

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

Proposal (or options)

The Norfolk Records Committee is asked to:

Consider performance against the 2017/18 service plan and comment accordingly

1. Develop skills and realise educational benefits of using archives

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

Formal Education

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

- 1.3 Primary and Secondary education:

At The Archive Centre the Education and Outreach team delivered sessions to nine school groups with a total of 204 pupils attending. Cliff Park Ormiston Academy, Requiem Project, years 7/8, 9 pupils. A further eleven sessions were delivered in schools with 330 attending. The sessions covered the First and Second World Wars, local history, railways and drawing skills. The latter ran in conjunction with the Drawing in the Archive exhibition and received funding from the Medieval Churches of Norwich project and from NORAH

- 1.4 In King's Lynn there have been visits from five schools with a total of 273 pupils attending. Three schools have worked on the topic of Crime and Punishment using Quarter Sessions records to look at a specific case and two schools worked on Floods and Flooding where the students looked at a selection of maps to see how the town and river had changed.

- 1.5 Higher education:

Introduction to archive research sessions were run for 48 UEA students studying either history or English literature at first degree or MA level. In addition, Record Office staff spoke at the school meeting for the UEA School of Literature, Drama and Creative Writing

Lifelong Learners

- 1.6 A wide variety of events has been offered during the past five months. These are detailed in the two *What's On* booklets covering this period, the most recent of which covers events from January to July 2018.
Highlights from the last five months include:
- 1.7 Two eight-week palaeography courses were advertised in the 2018 booklet, these were *Reading Tudor and Stuart handwriting: An introduction*, and *Improvers' Palaeography: Norwich City and Church Records: Reading, Interpreting and Transcribing*. The first of which started in January. Both were fully booked.
- 1.8 Three sessions entitled History of Norwich in 30 Documents were planned. Each one looked at Norwich in a different time period and asks people to vote for their top 5 documents from a list of 15. The January and February sessions have already started, with 59 people attending, a number of whom had not visited the Norfolk Record Office previously
- 1.9 One of our Thursday Tasters was *The Magic of the Lantern Slide*. The evening focused on the slides of Frank Delf and drew in people who knew Frank and had seen his slideshow previously. The slides were given to the Record Office by Frank's granddaughter in 2014 and have been cleaned by NRO Conservation section
- 1.10 We completed our events to accompany the *Drawing in the Archive* exhibition. These included:
 - i. Lunchtime Talk: Understanding Medieval Churches: Insights from a Craft Guild, Dr Stephen L'Normand and Colin Howey, 52 people
 - ii. Thursday Taster: An Exhibition Unpacked: Curating, Conserving & Engaging, 17 people
 - iii. Children's activity: Norwich Skyline, 33 people
 - iv. Children's activity: Perfect painted Panes, 44 people
 - v. Lunchtime talk: Standing Room Only? Finding the Other Churches of Medieval Norwich by Brian Ayers and John Sell Cotman's Medieval Norwich by Clare Haynes, 78 people
 - vi. Art Workshop for Adults: Art in the Archive, 10 people
- 1.11 Over the period a number of craft workshops took place these included workshops for adults such as the Art in the Archive mentioned above, which was fully booked, making Christmas decorations, which 11 people attended and children's activities including *Keep on Truckin'* and *Chip off the Old Block*.
- 1.12 A group of 6 visually impaired people and their volunteer buddies visited the Record Office on 3 organised trips to learn how to trace their family tree. The sessions included: an introduction to tracing your family tree; using a 3D presentation and an introduction to using catalogues and the searchroom. The group have also visited in pairs in order to carry out their research as part of an ongoing HLF funded project, entitled '*Reading the Past*', run by Eastern Region

Media Community Interest Company.

- 1.13 Group visits have taken place for various groups including the Common Lot, historical theatre group to help research a future production and the Ramblers Association to help with researching historic paths in order to add to the definitive map by 1 January 2026.
- 1.14 Staff had a stand at the Britannia Café Christmas Fair in Waterloo Park in Norwich, at which they spoke to over 100 members of the public, many of whom had not heard of the Record Office, or did not know what we held.
- 1.15 In total 60 talks and workshops were delivered to 2,793 people

Social Media

- 1.16 There are 11 Research Bloggers in the current cohort. Since October they have written 6 blog posts for the Norfolk Record Office blog, on topics such as the seventeenth century fire service, communication during the Crimean war, and the building control plan indexing and 5 posts for the Norfolk in WW1 blog. 3 of those bloggers have had training on using Word Press.

Volunteers

- 1.17 The volunteers completed 1,215 hours of activity at the Record Office in the five months since October, making the cumulative total for April-February 2,644 hours
- 1.18 The NRO has 21 active volunteers, and always has a waiting list of people wanting volunteer opportunities. These volunteers work on variety of projects including indexing marriage licence bonds, item level cataloguing of building control plans, and map cleaning.

2. Providing Public Access Service

Public Access Service

1st October 2017 – 28th February 2018

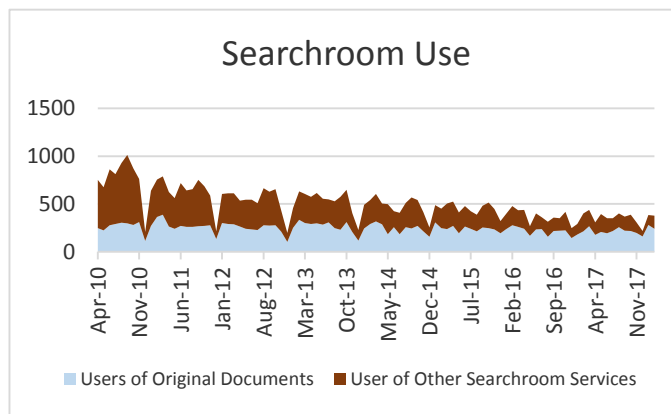
2.1

Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
The Archive Centre	1,672 (1708)	2,719 (3,364)	3,023 (4,681)	16,955 (11,710)

(Note: Brackets show figures for a Oct to Feb 2016/17)

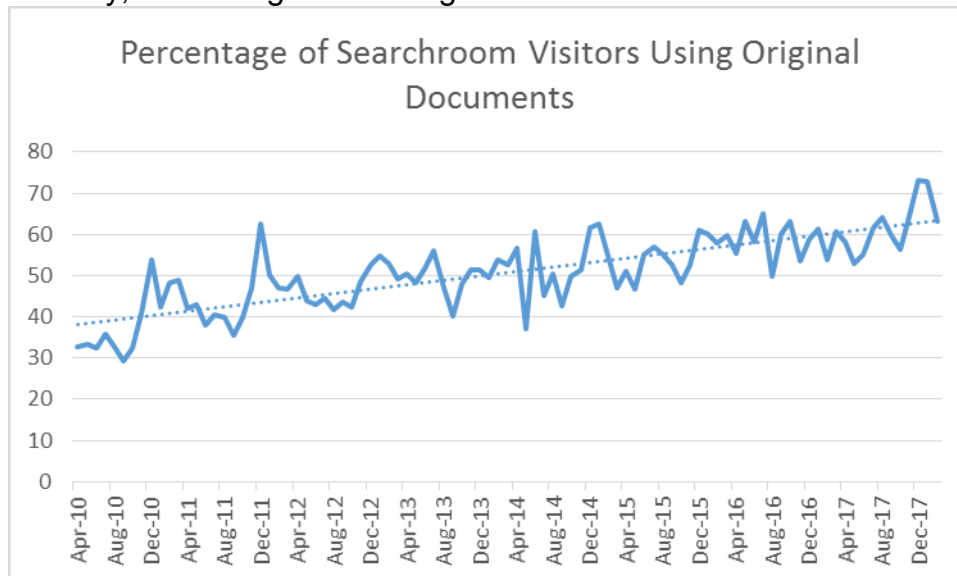
2.2 Long Term Trends in Searchroom Use

2.3



2.4 The chart above shows the number of searchroom users each month since April 2010. As can be seen there are some clear trends in the type of users in the searchroom. Whilst there has been a decline in the number of users of surrogate sources (microforms, published works etc.) there has been a steady and, recently, increasing level of original document use

2.5



2.6 The graph above compares these different types of use as a percentage of overall searchroom. Since the start of 2016, the searchroom has been visited by more users of original documents than anything else and this proportion has continued to grow.

2.7 This trend has been reflected in staffing allocations in the searchroom, with some of the reductions made resulting in fewer staff at the central desk. It also means that an area of the searchroom which has been dedicated to microform use is now unused space. Part of this has been used by building the Glass Cube adjoining the Green Room. It is now planned to use additional space in this areas to install a section of publicly accessible mobile racking. This will increase the storage capacity for published and secondary sources in the searchroom whilst releasing pressure on space in the document end of the searchroom. Further consideration of improving the searchroom layout will form a part of the 2018/19 Service Plan

Remote Services

2.8

	Visits	Pages Viewed
NRO Website	25,006 (26,769)	74,500 (78,483)
NROCAT	17,726 (16,805)	363,499 (323,419)
	Followers	
Twitter	3,189	

(Note: Brackets show figures for a Oct to Feb 2016/17)

3. Managing and Developing the NRO Collection

Accessions

- 3.1 There were 195 accessions by the end of February compared to 278 for the same period in the previous year.

Some highlights are:

- i. The Inner Wheel Club of Dereham, 1955-2017, part of an international women's voluntary organisation (ACC 2017/96)
- ii. Campaign for the Protection of Rural England, Norfolk Branch, 1969-2017 (ACC 2017/99)
- iii. Change Minds Project containing oral history interviews of some of the participants (ACC 2017/160)
- iv. Papers of Sir John Fenn and others relating to the publication of the Paston letters, 1786-2008, including his diaries (ACC 2017/183)

Appendix 1 provides a full list of accessions.

Bridging the Digital Gap

- 3.2 In 2017, the Norfolk Record Office formed a consortium to bid for a place within The National Archives led Bridging the Digital Gap project. The consortium consists of the NRO; the East Anglian Film Archive; the Borthwick Institute, York; and the University of Hull Archives. Its aim is to improve digital skills within the sector. This is a very important issue for the archive sector; unless it is addressed archives will fall further behind public expectations and will fail to take advantage of the potential new technologies have for enabling the huge potential of archive collections to be even more widely recognised and used.
- 3.3 Each member of the consortium will host a 15-month trainee placement. They will receive training through a programme set up by the National Archives that they will apply practically in their host organization. In the NRO, their work will concentrate on our continuing digital preservation work programme and the enhancement of the catalogue metadata.
- 3.4 This project is now in the start-up phase. The Heritage Lottery Fund gave permission to start in February, interviews for a national project manager, which the NRO is supporting, will take place in March and the first cohort of trainees will begin in late September.

Collaborative PhD Studentship: Literary East Anglia, 1680-1830

- 3.5 Working with the School of Literature, Drama, and Creative Writing at the University of East Anglia, a CHASE¹ Collaborative Doctoral Award studentship

¹ Consortium of the Humanities and the Arts South-east England. It is funded by the Arts and Humanities Research Council to offer around 75 **PhD** studentships a year over five years.

has been secured. The PhD will explore the literary cultures of East Anglia between 1680 and 1830. The successful candidate will receive training in understanding archive catalogues and metadata, document handling and collection care, and public engagement. The studentship commences in October 2018.

- 3.6 This is the first collaborative PhD the Record Office has secured. It is an opportunity to explore ways in which sort of working can be used to enhance information on archive collections and engage with the public.

Sound Archives

- 3.7 The Norfolk Record Office's involvement in the Unlocking Our Sound Heritage (UOSH) project is due to start in September 2018. Some preparatory work has taken place. An office has been created for the project team, by splitting the NRO's upstairs meeting room. The NRO's facilities and audio replay equipment have been evaluated by a sound engineer from the British Library in order to identify what additional equipment the NRO requires. It appears that the NRO is better placed than many of the other hubs. Liaison has also taken place between Norfolk County Council's Information Technology Management team and the British Library's equivalent. The purpose of this was to identify any potential issues in procurement and data sharing. Liaison has also taken place between the NRO and the British Library on intellectual property rights and approaches to cataloguing.

4. Caring for the Collection

Barton Bendish Map

- 4.1 A very large (approximately 3 metres long) late 18th century map of Barton Bendish (ACC2000/137) has been conserved at the request of the parish. The map was made up of 37 separate sheets of paper which had suffered creases, distortions and tears. Both sides were dry-cleaned before the previous inappropriate repairs were removed and the sections taken apart. The paper was washed, de-acidified and the Iron Gall ink was treated with Calcium Phytate to prevent further deterioration. After flattening, the paper was repaired, re-assembled and any losses were infilled. The whole map was lined for strength and then digitised.
- 4.2 Initially, the Record Office had planned to repair this map for digitization purposes only. This would have meant that the document would have remained unsuitable for consultation in the searchroom. However, a contribution of £933 from the Parish council enabled the Record Office to undertake full repairs so that the map can now be safely handled by the public.

Great Yarmouth Parish Register

- 4.3 A grant from NORAH, who had received money from the Towne family from the USA, has made it possible to conserve the first parish register of Great Yarmouth (PD28/1). The volume has been dis-bound and the parchment pages are being repaired and flattened. In early March, a talk was given at Great Yarmouth Minster to 40 people describing the work that had taken place and Frank Meeres talked about some of the 'secrets' that the register is revealing.

Loans and Work for Exhibitions

- 4.4 Two loans to external institutions have been made. Items have been lent to the V&A museum for '*Winnie-the-Pooh: Exploring a classic*' and '*The Paston Treasure: Microcosm of the Known World*' at the Yale Centre for British Art in New Haven, Connecticut. The documents were condition-reported and mounted in the studio before being transported. In addition, over 40 items were cleaned, repaired and mounted for the exhibition at the Castle Museum.

Conservation and Mental Wellbeing

- 4.5 On the back of the Collection Care section's involvement in the Change Minds project, the Senior Conservator, Nick Sellwood, was invited to join a workshop with the Institute of Conservation to explore how Conservation can be beneficial in helping people with mental health issues to engage with heritage. The scoping workshop looked at different examples of how participation has helped and considered future projects where these benefits could be extended.

Conservation Consultation

- 4.6 Nick Sellwood was invited to consult at a workshop held by the V&A to discuss possible Conservation options for a 17th century volume of silk designs called the Leman album. The project was funded by the V&A Research Institute and was able to find a way forward which was acceptable to the curators, scholars and Conservators present.

Support to Other Teams

- 4.7 An essential element in preserving archives is good document handling. All new staff and volunteers are trained in document handling as part of their induction. However, it is important that all staff maintain good document handling practice., therefore, over this period, all members of Record Office staff have attended a Document Handling course run by the Collection Care section

5. Norfolk Archives and Heritage Development Foundation (NORAH)

NORAH Support Scheme

- 5.1 The Trustees of NORAH have approved a supporter scheme for the charity. As well as raising an annual income, the scheme will encourage its members to become active stakeholders in the areas in which the charity operates.

- 5.2 The price structure of the scheme is:

- Single annual membership £25
- Dual annual membership £40

These are minimum costs; those joining the scheme will be able to contribute more if they so wish.

- 5.3 As well as perhaps the most important benefit - that they know they are supporting Norfolk's archives - new members will receive an archive box (supplied by the Record Office at cost price). Each year they will be invited to an annual supporter scheme event, receive a coupon for attendance at a one day NRO paid event and receive news updates.

- 5.4 The scheme will be promoted as NORAH: Supporter of Norfolk Archives / Norfolk Archives Supporter.

- 5.5 In the past, the Records Committee has expressed concern that fundraising should not be a barrier to the deposit/ gift of archives to the Record Office. This supporter scheme will help disassociate fundraising from this process whilst engaging an important group of people who are demonstrating their awareness of

the importance of archives in one of the most practical ways possible.

NORAH Grants

5.6 Small grants have been awarded by NORAH to the following:

- i. Drawing Workshops for School Children: A grant of £240 from NORAH enabled the Record Office to run a series of drawing workshops for schoolchildren, providing transport and tutors.
- ii. Conservation and Engagement in Great Yarmouth: A grant of £2,800 from NORAH enabled the Record Office to conserve the first Great Yarmouth parish register dating from 1558 to 1653 and hold a small exhibition and event in the town's Minster. As well as its huge local significance, this register has international interest as it contains the baptism of two women executed during the Salem witch trials.
- iii. Change Minds: NORAH was able to provide a grant of £500 to the Restoration Trust to run 'Cultural Therapy' workshops at the Record Office for people with mental health problems.

6. Financial Implications

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

7. Issues, risks and innovation

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

8. Background

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

Officer Contact

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

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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.

Appendix 1

Accessions received between 1 October 2017 and 28 February 2018 inclusive

ACC 2017/90	Deeds relating to property in Aylsham and Brancaster	1801-1861
ACC 2017/91	East Anglia Methodist District and various circuits (additional)	c 1957-2015
ACC 2017/92	Methodist Church records (additional)	c 1974-c 2014
ACC 2017/93	Norfolk County Council Planning and Property Department photographs of properties	1986
ACC 2017/94	St Swithin's Charity, Norwich	1865-1910
ACC 2017/95	Records of Wells next the Sea and Warham ecclesiastical parishes (additional)	20th century
ACC 2017/96	Inner Wheel Club of Dereham	1955-2017
ACC 2017/97	Norfolk and Norwich Heritage Trust (additional)	c 1978-2016
ACC 2017/98	Records of North Tuddenham ecclesiastical parish (additional)	1851-1984
ACC 2017/99	Campaign for the Protection of Rural England, Norfolk Branch	1969-2017
ACC 2017/100	Papers of the Chapman Trust, Great Yarmouth.	1856-1938
ACC 2017/101	Norfolk Contemporary Arts Society minutes and reports	1985-2017
ACC 2017/102	Files of Mr David A. Bullock as Norwich City Crier	1981-2016
ACC 2017/103	Belton with Browston Parish Council (additional)	2000-2010
ACC 2017/104	Norwich Methodist Circuit records (additional)	1971-2006
ACC 2017/105	Grimston Parish Council records	1781-2014
ACC 2017/106	Travel diaries, albums and slides of Beryl Benstead of Lowestoft	1928-1971
ACC 2017/107	Records of the Wymondham, Attleborough and Watton Methodist Circuit (additional)	1951-2006
ACC 2017/108	Records of Marshall Sisson, architects, and several small deposits from Cambridge Archives.	19th century-20th century
ACC 2017/109	Digital copy of Catton Hall Auxiliary Hospital photograph album 1915-1919	2017

ACC 2017/110	Records of the Norwich Labour Party History Group	c 1984-1986
ACC 2017/111	Part of a title deed relating to property in Little Snoring	nd [? late 19th century]
ACC 2017/112	Miscellaneous Documents purchased at Keys auction	16th century-1949
ACC 2017/113	Horsford Parish Magazines	1874-2000
ACC 2017/114	Records of Easton Women's Institute	1953-2005
ACC 2017/115	Fulmodeston ecclesiastical parish (additional)	1839-2002
ACC 2017/116	National Association of Decorative and Fine Arts Societies (NADFAS) additional	2017
ACC 2017/117	Woodton Parish Council (additional)	2011-2015
ACC 2017/118	Caistor St Edmund Parish Council (additional)	2002-2015
ACC 2017/119	Framingham Earl Parish Council	2002-2014
ACC 2017/120	WISE Archive (additional)	2014-2017
ACC 2017/121	Conveyance by William Moore to Christopher Hirne of land at Wramplingham	1616
ACC 2017/122	Items relating to the Honourary Freedom granted to Sir William Lancaster	1912
ACC 2017/123	East Rudham and West Rudham ecclesiastical parish additional records	1926-2011
ACC 2017/124	J Owen Bond architects (additional)	c 1950-c 1990
ACC 2017/125	Records of The Guild of the Servants of the Sanctuary, Chapter of St William of Norwich	1909-1956
ACC 2017/126	Records of The Norwich Cinnamon Canary Club	c 1901-c 1970
ACC 2017/127	Digital images of map of 'Directors Tour of Inspection' over Midland and Great Northern joint railways, showing Norfolk branch lines, July 1909; and map of joint lines of Midland and Great Northern Railways Joint Committee, 1914.	1909, 1914
ACC 2017/128	Colton Fuel Charity	1954-1999
ACC 2017/129	Stockton ecclesiastical parish	1935-2004
ACC 2017/130	Wicklewood title deeds	1826-1883
ACC 2017/131	H.R. Rix Ltd of Great Ellingham, surveyor and 'architect', plans and clients' and administrative files (additional)	nd [c 1960s-1980s]

ACC 2017/132	Records of Marlingford and Colton Parish Council (additional)	1997-2017
ACC 2017/133	Records of the Great Yarmouth Flower Club	1954-2009
ACC 2017/134	Records of Swannington with Alderford and Little Witchingham Parish Council	1988-2007
ACC 2017/135	Records of the 'Opera da Camera' Trust	1989-2013
ACC 2017/136	Papers of Rosemary Tilbrook's estate (additional)	Feb 1989
ACC 2017/137	Number not used	
ACC 2017/138	Oral history recording with two East Harling families by David Bailey	2017
ACC 2017/139	Paper of Norfolk Friends of the Earth	1987-1997
ACC 2017/140	Papers of Patrick Gowan, environmental activist	1970s-c 2015
ACC 2017/141	Account ledger - possibly Page Brothers & Co. stationers and printers, Norwich	1903-1914
ACC 2017/142	Methodist circuit records (additional)	1983-2016
ACC 2017/143	Sale Catalogue of the contents of the The Old Rectory, Banningham	2004
ACC 2017/144	Records of West Norfolk Methodist Circuit (additional)	1901-2011
ACC 2017/145	Unidentified sound recordings, possibly of Hayman family members	1931
ACC 2017/146	Freethorpe ecclesiastical parish (additional)	1870-2017
ACC 2017/147	Sale particulars for the Cremorne Gardens public house and certificate of birth for Simon Cobb, of Great Yarmouth	1783-1886
ACC 2017/148	Records of New Catton, Christ Church Parish	1841-2017
ACC 2017/150	Photograph album compiled by Reg Jones as the photographer, mainly of birds and the habitat of the chalk pits off the Newmarket Road, Norwich.	c 1950s-c 1960s
ACC 2017/151	Cockley Cley ecclesiastical parish (additional)	1998-2010
ACC 2017/152	Norfolk Library and Information Service (additional)	1980s-1993
ACC 2017/153	Deeds to property in Princes Road, Great Yarmouth	1899-1981
ACC 2017/154	Archives of the CNS Paramoudra Club, the Norwich	1950-1990s

	Paramoudra Club and the Geological Society of Norfolk	
ACC 2017/155	Additional Brunstead parish baptisms and burials registers	1813-2014
ACC 2017/156	Additional records of The Arts Society (previously known as NADFAS)	2016-2017
ACC 2017/158	Additional parish records of Freethorpe Church of England	1885-2017
ACC 2017/159	Additional records of Loddon with Hales PCC and also Sisland PCC	1813-2013
ACC 2017/160	Change Minds Project	2016-2017
ACC 2017/161	Additional records of Silver Road Baptist Church, Norwich	1910-2017
ACC 2017/162	Additional records of Warham All Saints PCC	1966-2012
ACC 2017/163	Copy deed of conveyance	nd [c 1843]
ACC 2017/164	Lists of confirmations	1955-2005
ACC 2017/165	Kilversone Parish Records additional	1813-2017
ACC 2017/166	Norwich Rotary Club addl	2005-2016
ACC 2017/167	Framingham Earl Parish Council records addl	19th century-20th century
ACC 2017/168	Pomeroy and Son (White's and Co.) strays	1813-1913
ACC 2017/169	South Walsham ecclesiastical parish	1813-2016
ACC 2017/170	East Anglia Methodist Church addl	1953-1999
ACC 2017/171	Norwich St Augustine ecclesiastical parish records addl	1948-1997
ACC 2017/172	Gateley Ecclesiastical Parish additional	1813-2017
ACC 2017/173	Thorpe St Andrew Rotary Club	c 1962-c 2017
ACC 2017/174	Caistor St Edmund Parish Council additional	1977-2014
ACC 2017/175	Framingham Earl Parish Council	1939-1996
ACC 2017/176	Ecclesiastical parish of St Peter and St Paul, Knapton, additional records	1813-1990
ACC 2017/177	Ecclesiastical Parish of Kettering additional	1813-2017
ACC 2017/178	Broadland Singers additional records	c 1964-c 1969

ACC 2017/179	Research and correspondence relating to the history of East Barsham Manor	late 20th century-early 21st century
ACC 2017/180	Castle Acre Parish Council additional	1883
ACC 2017/181	Holkham Parish Council additional	1894-1994
ACC 2017/182	Geoffrey Watling (Norwich) Limited	1884-1997
ACC 2017/183	Papers of Sir John Fenn and others relating to the publication of the Paston letters	1786-2008
ACC 2017/184	2nd Air Division Memorial Library additional (USAAF)	nd [1940s]-1995
ACC 2017/185	Scrapbook relating to Norfolk and the Cadge family	c 1887-c 1906
ACC 2017/186	Norfolk County Council nplaw (additional)	1821-1944
ACC 2017/187	Photographs of Norfolk landscapes and buildings.	1918
ACC 2017/188	Norfolk County Council nplaw (additional)	2017-2018
ACC 2017/189	Gerry Tan's Cambrai memorial service account	2017
ACC 2017/190	Nicholson, Cadge and Gilbert of Loddon, solicitors (additional)	c 1946-1989
ACC 2017/191	Reminiscences of Alice Mary Charnock	1971
ACC 2017/192	Mutford ecclesiastical parish records additional: banns register	1924-1968
ACC 2017/193	Field Dalling School records	1879-1977
ACC 2017/194	Norfolk County Council nplaw: deed packet R135 additional	2016
ACC 2017/195	Additional records of the Royal British Legion Women's Section in Norfolk	1937-2016