

Norfolk Records Committee

Date: Friday, 05 April 2019

Time: 10:30

Venue: Green Room, Archive Centre, County Hall,

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

Membership

Cllr D Bradford		Norwich City Council
Cllr J Brociek-Coulton		Norwich City Council
Cllr D Buck	<i>Substitute: Cllr S Dunn</i>	Broadland District Council
Cllr S Button		Norwich City Council
Cllr A Claussen-Reynolds		North Norfolk District Council
Cllr M Coleman		Great Yarmouth Borough Council
Cllr P Duigan (Vice-Chairman)	<i>Substitute: Cllr B Iles</i>	Norfolk County Council
Cllr R Hanton		Norfolk County Council
Cllr C J Kemp (Chairman)	<i>Substitute: Cllr M Gray</i>	South Norfolk District Council
Cllr R Kybird		Breckland District Council
Cllr E A Nockolds		King's Lynn and West Norfolk Borough Council
Cllr D Rowntree	<i>Substitute: Cllr M Sands</i>	Norfolk County Council

Non-Voting Members

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

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

Hollie Adams on 01603 223029
or email committees@norfolk.gov.uk

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

A g e n d a

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

2. Minutes

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To confirm the minutes of the meeting held on the 11 January 2019

3. Declarations of Interest

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

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

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

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management. 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.

4. **Any items of business the Chairman decides should be considered as a matter of urgency**

5. **Finance report**

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A report by the Assistant Director, Culture and Heritage

6. **Service Plan 2019-2020**

Page 12

A report by the Assistant Director, Culture and Heritage

7. **Performance report 1 October 2018 - 25 March 2019**

Page 25

A report by the Assistant Director, Culture and Heritage

Date of Future Meetings

Date	Time	Venue
5 July 2019	10:30	Green Room, Norfolk Record Office, Archive Centre, County Hall
8 November 2019	10:30	Green Room, Norfolk Record Office, Archive Centre, County Hall
7 February 2020	10:30	Green Room, Norfolk Record Office, Archive Centre, County Hall

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

Date Agenda Published: 28 March 2019



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Norfolk Records Committee

Minutes of the Meeting held at the Norfolk Records Office on 11 January 2019 at the Archive Centre, County Hall

Present:

Norfolk County Council

Cllr P Duigan, Vice-Chairman
Cllr D Rowntree

Norwich City Council

Cllr D Bradford
Cllr S Button

Broadland District Council

Cllr D Buck

South Norfolk District Council

Cllr M Gray

Borough Council of King's Lynn and West Norfolk

Cllr E A Nockolds

Breckland Council

Cllr R Kybird

Great Yarmouth Borough Council

Cllr M Coleman

Non-Voting Members

Co-Opted Members

Mr M R Begley

Representative of the Norwich Record Society

Dr G A Metters

Observer

Dr V Morgan

Representative of the Bishop of Norwich

Revd C Read

Others Present

Mr G Tuson, the County Archivist
Cllr V Gay, North Norfolk District Council

- 1. To receive apologies and details of any substitute members attending**
 - 1.1 Apologies were received from Cllr C Kemp (Cllr Gray substituting), Cllr Brociek-Coulton, Cllr Claussen-Reynolds, Cllr Hanton, Sir Richard Jewson, Professor Rawcliffe and Mr Steynor.
 - 1.2 Vice-Chairman Cllr P Duigan in the Chair.
 - 1.3 The Chairman welcomed Cllr Gay as an observer at the meeting.
- 2. Minutes**
 - 2.1 The minutes of the meeting held on the 02 November 2018 were **AGREED** as an accurate record and signed by the Chairman.
 - 2.2 Matters arising from the minutes:
MODES, the system used by the Museums service had been looked into by the County Archivist and the information exchange group. The relationship between hierarchical catalogues in MODES did not work in the same way as with archive catalogues. It may be possible to obtain data from MODES to combine with other data in the future.

3. Items of Urgent Business

- 3.1 There were no items of urgent business discussed.

4. Declarations of Interest

- 4.1 No interests were declared

5. Proposed Changes to the NRO (Norfolk Record Office) Public Service

- 5.1 The Committee considered the report outlining proposed changes to the Public Service at the Norfolk Record office to achieve the required £75,000 savings for 2019-20.
- 5.2 The County Archivist introduced the report
- The income generation target was up to £220,000 in 2019-20
 - Income generation had been increased through digital access and issuing birth, death and registration certificates
 - The County Archivist discussed the proposals outlined in the report to reduce the searchroom opening hours.
 - Across all record offices, reduction in use of search room services related to lower use of microfilm and increased use of digital cameras
 - Timescales for long-term objectives varied, for example, issues related to building space would be addressed over 5 years while objectives related to metadata would be ongoing
- 5.3 Consultation feedback was discussed
- The County Archivist discussed the main issues and suggestions raised during consultation as shown on page A2 and A3 of the supplementary report
 - Approximately 30,000 images had been made available online for free by the Kings Lynn Archive Centre, including medieval documents
 - A discussion was held over photography permits and it was suggested that the fee could be waived considering the change in opening times; preservation ramifications for charging a photography licence fee were noted
 - A report on fees and charges would be brought to a future Committee meeting
 - The Record Office would meet requirements by operating at “reasonable times”
 - NORAH would encourage depositors to join the supporter scheme; there was a minimum annual charge, with many people choosing to pay more
 - It was suggested NORAH could provide funding towards photography permits
 - NORAH had a grant from the Freemen to help with digitisation; alternative funding schemes would continue to be looked at
 - NORAH’s strategy for 2019-20 included fundraising around deposition books to support conservation work
 - The County Archivist updated the Committee that he had looked into conditions of the Lottery Grant obtained for building the Archive Centre; there was a 25-year contract on the grant. The Lottery Heritage Fund had been written to, and acknowledged being kept up to date
 - The main issues raised during consultation were out of hours opening and car parking
 - Early opening so people could order documents ready for study at opening time was suggested as a mitigation for car parking issues; a discussion was held

over carparking on the County Hall site

- Opening one Saturday a month had been calculated to cost £7,500
- The County Archivist confirmed the proposals with the least impact on service users and with the best savings were the original proposals; a 9.30 opening time for pre-ordering documents would have the lowest cost.
- A saving of £58,000 would also be made by reductions of temporary staff; further savings would be made through cutting other costs including IT
- It was suggested that promoting walking, cycling and bus routes to the Archive Centre might be beneficial as a mitigation to the parking issues

5.4 The Records Committee **CONSIDERED** the results of the public consultation and **APPROVED** changes to the public service provided by the Norfolk Record Office. They **AGREED** recommendation 1:

1. The changes proposed in the consultation, and **AGREED** that opening should be Tuesday to Friday, opening at 10, and one Thursday a month

6. Finance and Risk Report

6.1 The Committee received the report setting out the forecast financial out-turn for the Norfolk Record Office for 2018/19, the NRO revenue budget for 2018/19, reserves and provisions.

6.2 During discussion the following points were noted

- Second Air Division Trust digitization and web mounting would bring around £30,000 of income
- There was anticipation of additional income in 2022 when the 1921 census was released
- Recognition was given to the income being generated by the service to support Norfolk County Council's budget and the the amount of extra income now being generated; the Committee were grateful to the County Archivist and the service for this work

6.3 The Committee **CONSIDERED** and **APPROVED**:

- Forecast position of the revenue budget, reserves and provisions for 2018/19
- Management of risk for 2018/19

Future Meetings:

Date	Time	Venue
05 April 2019	10:30	Green Room, Archive Centre, County Hall

The meeting ended at: 11:27

Christopher Kemp,
Chairman of the Committee

Norfolk Records Committee

Report title:	Finance and Risk
Date of meeting:	5 April 2019
Responsible Officer:	Steve Miller – Assistant Director, Culture and Heritage
Strategic impact This report provides an update on the forecast financial year end position for the Norfolk Records Committee for 2018/19.	

Executive summary

As set out in this report, the forecast financial out-turn for the Norfolk Record Office (NRO) for 2018/19 Section 1 covers the NRO revenue budget for 2018/19, reserves and provisions. Section 2 provides the Committee with an update on the service risk register. Section 3 provides Committee with an update on the future budget challenges for Norfolk County Council and the specific proposals relating to the Committee to help manage this challenge.

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:

- **Forecast position of the revenue budget, reserves and provisions for 2018/19**
- **Management of risk for 2018/19**

1. Revenue Budget

1.1. Financial Performance 2018/19

- 1.1.1 At the end of period 11, February, 2018/19 we are forecasting that the NRO will deliver a balanced budget. This is summarised in the table below.

Service	Current budget £	Forecast 2018/19 Outturn £	Forecast +Over/- Underspend £
Salary	965,480	896,715	(68,765)
Premises	3,810	4,084	274
Travel	7,020	2,447	(4,573)
Supplies & Services	78,190	17,335	(60,855)

Support Services	1,070	3,417	2,347
Capital*	272,090	272,090	0
Income	(472,500)	(340,931)	131,569
Total	855,160	855,159	(1)

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

1.1.2 Norfolk County Council continues to face significant financial pressures and funding reduction and the Norfolk Record office continues to look for ways to support the authority in meeting those financial challenges.

1.1.3 The proposed budget for 2019/20 is £799,520. This is after allowing for inflation increases and the planned £75,000 savings.

1.2 Capital programme

1.2.1 There is no capital programme for 2018/19.

1.3 Reserves and Provisions

1.3.1 The table summarising the 2018/19 position appears below.

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

Reserves and Provisions 2018/19	Balances at 01Apr 18	Forecast Balance at 31Mar 19	Planned Change
	£	£	£
Norfolk Record Office			
Residual Insurance and Lottery Bids	182,947	175,804	7,143
Unspent Grants & Contributions Reserve	7,327	7,327	0
Service Total	190,274	183,131	7,143

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' however additional income streams have been identified in 2019/20 aimed at maintaining levels of income. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities. Financial pressures relating to the 2019-20 budget are dealt with in Section 3 of this report
- 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 is being created to reduce this risk but this work will not provide a long-term solution to the space issue. The 2019-20 Service Plan includes provision for carrying out an options appraisal on storage needs. 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 is mitigated through entering into commercial partnerships to improve access and planning for access to digital images in search room.. 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. New staff are included in training plans for 2019-20. This risk is classed as 'met' but will continue to be reviewed.
- 2.4.6 For RM14291. 'Long-term sustainability of metadata'. The NRO relies on a large set of metadata, which is used as a gateway to the Collection (the catalogue of over 700,000 records) and for managing the collection (accession records and location data). Some of this data is irreplaceable. Where it could be recreated, the cost would be millions of pounds. The NRO needs to ensure that this data is sustainable in the long-term and, when necessary, can be migrated to other systems. The metadata is in the process of being migrated to meet this risk.

3. Financial Implications

- 3.1. The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 1 of this report.
- 3.2. As discussed at the 2nd November meeting, to support the overall budget position for Norfolk County Council, the following saving was proposed:

Ref	Proposal Note: Savings are shown as a negative figure	Information about the proposal	Saving 2019-20 £m
CMM19201	Norfolk Record	This proposal would see the opening hours	-0.075

	Office – reduction in search room opening hours	of the search room reduce from 41.5 hours a week to between 28 and 30 hours a week. There will also be reductions in the amount of documents the NRO is able to receive and process, educational and outreach work, support for the NRO's charitable partner and preservation work. This is not expected to impact on the income that the service generates from copy certificates and digitization.	
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- 3.3. This proposal formed part of the County Councils public consultation on budget proposals, the results of which were presented to the Norfolk Records and the Communities Committee at their January meetings. These saving were agreed and are being implemented from 1 April 2019.

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

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

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



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Norfolk Records Office Risk Register - Norfolk County Council												Appendix A													
	Risk Register Name		Norfolk Records Office Risk Register																			Red			
	Prepared by		Gary Tuson																			Amber			
	Date updated		March 2019																			Green			
	Next update due		September 2019																			Met			
CDGSTP	Area	Risk Number	Risk Name	Risk Description	Date entered on risk register	Original Likelihood	Original Impact	Original Risk Score	Current Likelihood	Current Impact	Current Risk Score	Tasks to mitigate the risk	Progress update	Target Likelihood	Target Impact	Target Risk Score	Target Date	Prospects of meeting Target Risk Score by Target Date	Risk Owner	Reviewed and/or updated by	Date of review and/or update				
S	Norfolk Record Office	RM13959	Loss of or reduction in funding	Loss of or reduction in levels of external funding, including NCC, could lead to a reduced capacity to deliver the service, threaten business viability and infringe Heritage Lottery Fund conditions of grant.	31/03/2009	4	4	16	2	4	8	Continued development of efficient and prioritised working practices Ensure staff are in place to maintain income generating activities Continue to explore opportunities for income generation	Income generation targets on course Additional material for licencing ready for issue	2	3	6	31/03/2020	Amber	Gary Tuson	Gary Tuson	01/10/2018				
S	Norfolk Record Office	RM13963	Inability to continue collecting archives	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.	27/02/2014	2	3	6	3	3	9	Service pla for 2019-20 includes: i. Creation of 15m ³ of stoarge space ii Undertaking storage options appraisal	Additional storage space targets have been met since 2014	3	2	6	31/03/2020	Green	Gary Tuson	Gary Tuson	01/10/2018				
S	Norfolk Record Office	RM14164	Failure to meet growing public expectations on access	Public are not able to access collections as easily as they expect through modern technologies	27/02/2014	3	3	9	3	3	9		Planning for access to digital images in searchroom under way Project to enhance metadata under way	2	3	6	31/03/2020	Green	Gary Tuson	Gary Tuson	01/10/2018				
S	Norfolk Record Office	RM14165	Failure to collect, preserve and make accessible new formats of archive	Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a position to fully managed digital records in line with the OAIS model.	27/02/2014	4	5	20	3	5	15	• Develop staff skills • Continue to develop in-house procedure for handling digital objects	Tools for digital preservation have been evaluated Environment for local hosting of tools being prepared	2	5	10	31/03/2019	Amber	Gary Tuson	Gary Tuson	01/10/2018				
S	Norfolk Record Office	RM14167	Collection at risk through unexpected events	Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection	27/02/2014	1	5	5	1	5	5	• Disaster / emergency plan training to be rolled out	New starters at Record Office all trained in Emergency Plan procedures This risk needs to be constantly managed. Further review and training will be required in 2018/19	1	5	5	31/03/2019	Met	Gary Tuson	Gary Tuson	01/10/2018				
S	Norfolk Record Office	RM14291	Long Term Sustainability of Metadata	NRO is not able to maintain long-term accessibility and functionality of its own metadata. Evidential value of archives would be damaged. Recreation of metadata would cost millions of pounds.	13/06/2017	4	5	20	3	5	15	Project to migrate metadata has now started	Migration work is under way	1	5	5	31/03/2019	Amber	Gary Tuson	Gary Tuson	01/10/2018				

NORFOLK RECORDS COMMITTEE

Report title:	Service Plan 2019-2020
Date of meeting:	5 April 2019
Responsible Officer:	Steve Miller, Assistant Director, Culture and Heritage
Strategic Impact	
<p>The Norfolk Record Office aims to be a trusted place of record which ensures that archival evidence essential to citizenship and heritage is collected, preserved and widely accessible. In achieving this the Record Office makes a significant contribution to many aspects of Norfolk's culture, heritage, citizenship and community growth.</p> <p>The role of the Record Office as a central part of the county's information infrastructure continues to increase. Its role as an appointed Place of Deposit has been accentuated by changes in the Public Records Act which have reduced the date of record transfer from 30 to 20 years and the NRO's new role as the source of official copy birth, death and marriage certificates.</p> <p>The NRO continues to provide excellent resources for education and skills for people of all ages. As well as enabling people to develop skills for exploring its rich Collection, the NRO also provides opportunities for people to develop their digital and information skills through extensive volunteering opportunities.</p> <p>The Record Office is also working with many local communities to help them capture, save and learn from their past. Its work with the Norfolk Archives and Heritage Development Foundation (NORAH) is helping extend its community reach.</p> <p>And underlying all of this is the unique, massive, and rich store of archives which make up the NRO Collection. This key cultural and information asset continues to grow with the addition of both analogue and digital archives. The NRO continues to innovate to take advantages of the new opportunities and challenges created by the digital age.</p>	
Executive Summary	
<p>This report provides information on the Norfolk Record Office (NRO) Service Plan for April 2019 to March 2020.</p>	
Recommendation:	
<p>The Norfolk Records Committee is asked to consider and comment on the Service Plan, and to approve its adoption for the coming year</p>	

1 Introduction

- 1.1 This Service Plan outlines the work planned for the Norfolk Record Office during the year April 2019 to March 2020. It is based on the Norfolk Record Office's mission, and can be divided into three broad areas of activity:

- 1.2
 - i. Preserving and conserving of archives
 - ii. Collecting archives
 - iii. Providing and facilitating access to archives
- 1.3 The NRO has a number of long-term goals that are progressed through actions within this Plan. These were present to the January 2018 meeting of the Norfolk Records Committee and, as they are an intrinsic part of annual planning, they have been updated for inclusion in the annual plan. Despite recent service cuts, the overarching long-term goals remain unchanged.

NORFOLK RECORD OFFICE

SERVICE PLAN

2019-2020

LONG-TERM GOALS

- 1.1 The first section of the Service Plan deals with a set of long-term goals; the second section deals with actions over the next year that will help achieve these goals.

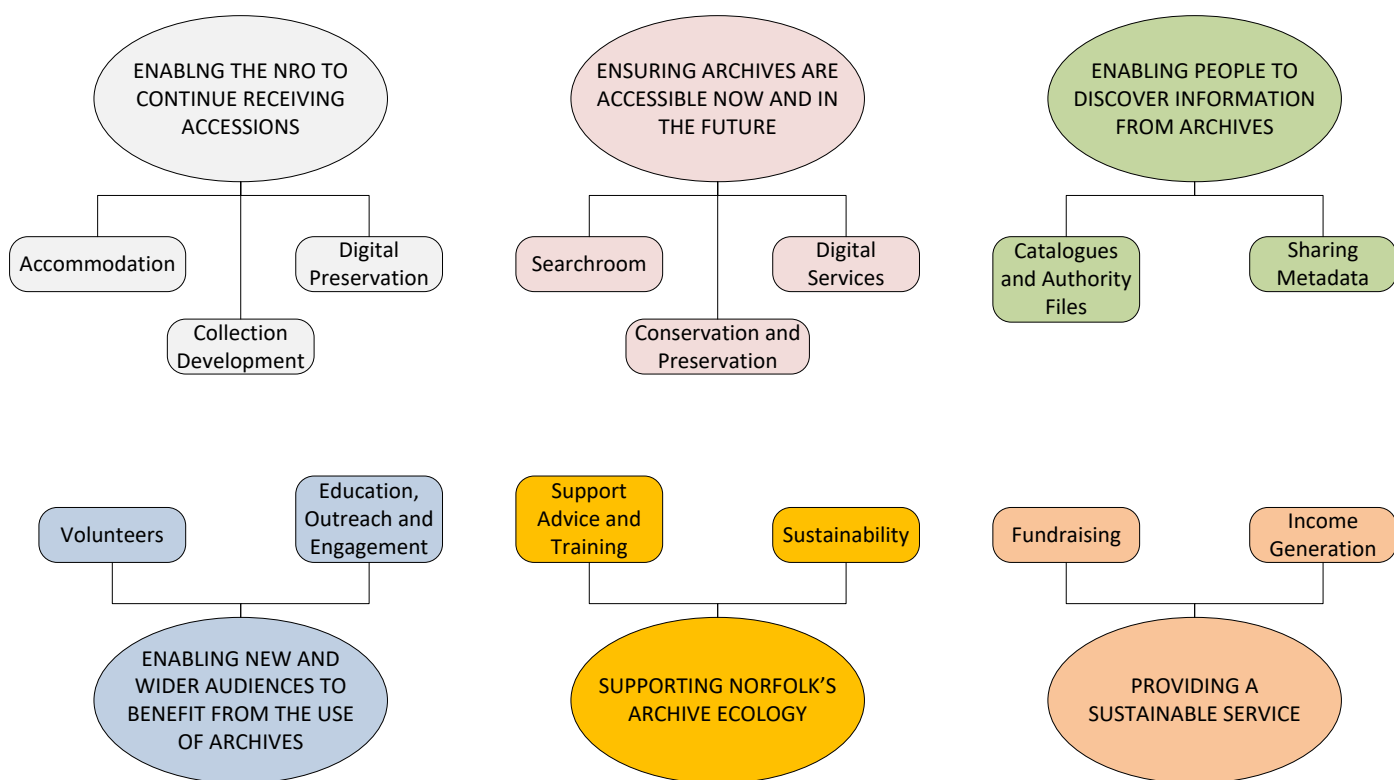


FIGURE 1: LONG TERM GOALS OF THE NORFOLK RECORD OFFICE

2. A - ENABLING NEW AUDIENCES TO BENEFIT FROM THE USE OF ARCHIVES

Education, Outreach and Engagement

- 2.1 The NRO has a successful record of accomplishment in education work and this has continued to develop over recent years. Alongside this, the Record Office continues to attract new users to archives through its outreach and engagement activities. These include workshops, lectures and exhibitions.

Long-term Plans/ Strategy

- 2.2 Whilst continuing with existing successful programmes the NRO needs to expand on ways in which it can work with priority groups within the County to deliver wellbeing benefits.

Volunteers

- 2.3 The NRO volunteer programme has been developed over the past four years. Currently the NRO benefits from over 2000 volunteer hours per year.

Long-term Plans/ Strategy

- 2.4 The NRO will continue to work with volunteers both for the benefit of the service and of the volunteers. The priority area for increased volunteer work will be assisting with transactional level cataloguing. This will help meet the long-term objective of Enabling People to Discover Information from Archives.

3. B - ENSURING ARCHIVES ARE ACCESSIBLE NOW AND IN THE FUTURE

Searchroom Access

- 3.1 Although there has been a shift to other forms of access, the searchroom remains an essential element in making archives accessible. Digital access to archives is important, but it is highly unlikely that any more than 5% of the Collection will be available online within the next ten years. Public use of the searchroom reflects this: there has been a significant decline in the number of visitors using microfilms but very little change in the level of use of original documents. When combined with the massive increase in online access to digitized materials and the number of people using digital cameras in the searchroom, it is clear use of the Collection is higher than it has ever been.

A significant change in the NRO searchroom has been the construction of a Glass Box at the rear of the searchroom. This provides both a breakout space for groups in the Green Room; and teaching and project space operating under searchroom rules. Since this plan was approved mobile racking has been installed to accommodate the Norfolk and Norwich Archaeological Society Library and a new layout for the whole room introduced.

Long-term Plans / Strategy

- 3.2 Whilst there will continue to be minor changes to the use of space as the new searchroom layout is assessed, in the longer- term changes are likely to be around public ICT.

Conservation and Preservation

- 3.3 Preserving the physical integrity of its Collection will always remain an important aspect of the NRO's work. A work prioritization system has improved the efficiency of this aspect of the service

Long-term Plans/ Strategy

- 3.4 Conservation and preservation to continue to play an important role in preserving the NRO Collection.
- 3.5 The conservation section will play an important role in supporting meeting the long-term objective of Supporting Norfolk's Archive Ecology (see below)

4. C - ENABLING THE NORFOLK RECORD OFFICE TO CONTINUE RECEIVING ACCESSIONS

Accommodation

- 4.1 The Norwich home of the NRO, the Archive Centre, opened in 2003 with fifteen years of expansion space in its strongrooms available for new accessions. In addition to the accessions which have been received every year since then, in 2015 the NRO took on the function of providing copy birth, death and marriage certificates. This resulted in an additional 46m³ of records being accessioned (the equivalent of around two years accessions).
- 4.2 Annual service plans since 2014 have included work to create 30m³ of space per year in existing strongrooms. This has been achieved through bespoke packaging, additional shelving and collection management. This is becoming increasingly difficult and the NRO is likely to receive additional accessions on-top of its normal accumulation rate in 2019/20 which will further decrease accumulation space.

Long-term Plans / Strategy

- 4.3
- i. Continue to target freeing space in the strongrooms as part of the annual service plan.
 - ii. In 2019, the NRO will carry out a detailed assessment of its storage needs and an options appraisal. The results of this will steer further planning.

Digital Archives

- 4.4 For the NRO to continue in its role of providing a home for trusted, relevant information, it is essential that it is capable of preserving and providing access to digital records.

Long-term Plans / Strategy

- 4.5
- i. The NRO will implement a full digital preservation workflow. This will enable it to accept a wide range of digital files and carry out the processes required to ensure their accessibility.
 - ii. The NRO will continue to work collaboratively to support digital preservation.

Collection Development

- 4.6 The NRO continues to receive a wide range of archives from across the county, helped by the fact that accessions can also be received at the King's Lynn Borough Archives. It has also had some success in fundraising when purchases of archives are necessary. However, its resources for active collection development are likely to be limited over the coming years.

Long-term Plans / Strategy

- 4.7 The NRO will continue to receive accessions and react to situations where it becomes aware of important archives being available. An increasingly important area for collection development will be work with community archives and other local groups.

5. D - ENABLING PEOPLE TO DISCOVER INFORMATION FROM ARCHIVES

Cataloguing and Authority Files

- 5.1 It is difficult to understate the importance of descriptive metadata (the information contained in finding aids which enables users to locate and interpret documents). Since the start of the century the NRO has been entering data into a collection management system which has enabled it to publish an online catalogue; retro-conversion is now complete.

Sharing Metadata

- 5.2 Information about archives needs to be accessible through numerous channels. It is essential that the NRO's data is in a form that enables it to benefit from continuing developments in AI and Linked Open Data.

In 2018 the Records Committee approved a plan for work on the NRO collection data and its migration to a new system. It has also been piloting projects which look at new ways of generating this data to enrich its catalogues. These include a collaborative PhD., a project with MA students at UEA, crowdsourced data and a number of volunteer projects.

Long-term Plans/ Strategy

- 5.3
- i. Continued additions to and enhancement of archive descriptions through internal, partnership and volunteer work
 - ii. Replacement and improvement of catalogue systems
 - iii. Use of authority files based on sources that will enhance the potential of NRO data for use on the semantic web.
 - iv. Ensuring data is in a format that can be shared across platforms and services.
 - v. Working with local and national partners to improve the interoperability of data.

6. E - SUPPORTING NORFOLK'S ARCHIVE ECOLOGY

Support, Training and Advice

- 6.1 Throughout Norfolk, many people and organizations, both formal and informal, are engaged in researching, collecting and preserving the County's archival heritage – this can be described as Norfolk's Archive Ecology. The NRO is the most significant organization within this ecology. By supporting this widespread activity, the NRO can ensure that a wider range of archival material is easily accessible to the public and available for future generations to use.

Sustainability

- 6.2 Whilst some community- based groups will continue to renew their membership and secure a long-term future for their work, others will have a shorter lifespan. By working with such groups, the NRO can ensure that the archives they have collected, the digital records they have generated and the descriptions they have written remain useful for generations to come.

Long-term Plans/ Strategy

- 6.3 Develop programmes to support community based work with archives. These will include support for good practice and skills development in many areas including digitization, cataloguing, archive management, preservation, interpretation and research.

The NRO, when necessary and within the terms of its Collecting Policy, will offer a long-term home for archives collected in this way.

7. F - PROVIDING A SUSTAINABLE SERVICE

Income Generation

- 7.1 The NRO has increased its income generation by around 400% since 2014. This has been achieved by providing rented accommodation; selling boxes; issuing copy birth, death and marriage certificates; providing reprographic and digitization services; charging for exhibition work; and licencing images to commercial website.

Long-term Plans/ Strategy

- 7.2 The rate of increase in income generation will not continue, however, the NRO will continue to increase income generation where possible through additional digital licencing, professional services and digitization. The latter will be assisted by improving and increasing the amount of descriptive metadata as described above.

Fundraising

- 7.3 In 2016 the NRO established the Norfolk Archives and Heritage Development Foundation (NORAH). This charity is now fully operational and is developing its fundraising capacity whilst issuing a series of small grants.

Long-term Plans/ Strategy

- 7.4 The NRO will continue to support the development and administration of NORAH. In turn, this will help support a number of the NRO's other long-term objectives.

Strategic Objectives and Actions 2018-2019

A	Goal:	Enabling New and Wider Audiences to Benefit from the Use of Archives		
	Strategic Objectives	Actions	Owner	Level funded from
A1	Develop skills and attract new audiences. Realise educational and wellbeing benefits of using archives	<p>Programme of educational activities delivered for:</p> <ul style="list-style-type: none"> • Schools • Families • Lifelong Learners • Groups including NORAH funded events and Paston project events <p>Targets: Delivery of 100 activities/events inside and outside of Record Office. Attendance at NRO events of 2,000+ people.</p>	Education and Outreach Officer	Revenue Budget
A2		Develop and submit funding applications for Change Minds UK with the Restoration Trust.	County Archivist	External Funding / Revenue

A3	Provide opportunities that promote access and preservation and provide volunteers with skills and wellbeing benefits.	<p>Volunteer programme developed and implemented resulting in 2500 volunteer hours per year. To include:</p> <ul style="list-style-type: none"> • Volunteer Building Regulation Plan • Parish Poor Law Records • Sound Recordings as part of Unlocking Our Sound Heritage (UOSH) <p>Review existing volunteer programme to identify efficiencies and new opportunities</p>	Senior Archivist (Volunteers)	Revenue
			Project Manager (UOSH)	External
B	Goal:	Ensure Archives are Accessible Now and in the Future		
B1	Provide public access service on site	<p>Maintain Search Room service for four days a week at NRO: The Archive Centre</p> <p>Maintain partnership with Norfolk Heritage Centre</p> <p>Provide Search Room service in at Norfolk Record Office: King's Lynn Borough Archives.</p> <p>Review searchroom layout changes and make recommendations on further improvements</p>	<p>Support Services Manager</p> <p>Partnership and Development Manager</p> <p>County Archivist / KLBA Archivist</p> <p>Support Services Manager</p>	<p>Revenue</p> <p>Revenue</p> <p>SLA</p>

B2	Provide alternative means of access to the Collection.	Provide remote: - enquiries service - paid search service with all enquiries responded to in line with levels of service	Support Services Manager	Revenue
		Provide copy birth, death and marriage certificate	Support Services Manager	Revenue / Income
B3	Conserve and preserve the NRO Collection	Conserve documents in line with conservation priority scheme	Senior Conservator	Revenue
		Complete first phase of Such Facts Richard Bright Project and apply for Stage 2 funding	Such Facts... Project Manager	Grant Funding
		Strongroom conditions monitored and required environments maintained	Senior Conservator/ Support Services Manager	Revenue
B4	Develop Norfolk's Sound Archives	Complete actions 2019-20 outputs of Unlocking Our Sound Heritage Project	Project Manager (UOSH)	Grant Funding
		Maintain and develop Norfolk Sound Archive collection	Partnership and Development Manager	Revenue

C	Goal:	Enable the Norfolk Record Office to continue receiving accessions.		
C1	Create additional space in strongrooms to provide storage for new accessions	Packaging and reorganisation in strong rooms to create additional accrual of space Target: 15m ³	Senor Conservator / Support Services Manager	Revenue and Allocated Reserves
C2	Plan for future storage needs of the service	Complete an options appraisal to identify solution to future storage need aimed at delivering the objectives of: <ul style="list-style-type: none"> - providing future storage which meets relevant international and national standards - maintaining appropriate levels of access to the Collection on demand - achieving service efficiencies - proving a cost effective solution 	County Archivist	Revenue
C3	Ensure that the Collection remains fit for purpose and relevant	Accessions received and processed in line with NRO standards	County Archivist	Revenue
C4	Create the infrastructure and develop the skills required to deal with digital archives	Continue to develop digital preservation infrastructure and work with external partners Host 'Bridging the Digital Gap' placement	Metadata Manager Metadata Manager	Revenue/ Grant Funding / Capital

D	Goal:	Enable the discovery of information from archives		
D1	Develop, improve and safeguard descriptive and collection management metadata	<p>Refine data in CALM and import into new Atom system (first 12 months of 18 month project)</p> <p>Manage partnership projects to create descriptive metadata</p> <p>Provide cataloguing and data support to the Paston Project</p>	<p>Metadata Manager</p> <p>County Archivist</p> <p>Senior Archivist (Volunteers and Special Projects) and County Archivist</p>	<p>Capital</p> <p>Revenue</p> <p>Grant</p>
E	Goal:	Support Norfolk's Archive Ecology		
E1	Develop skills and good practice across the county	Submit National Lottery Heritage Fund and other applications on behalf of NRO and NORAH	Partnership and Development Manager	Revenue
F	Goal:	Provide a Sustainable Archive Service		
F1	Increase level of income generation	Maintain levels of income generation through issue of additional images for licencing, professional services and digitization services.	County Archivist	
F2	Support fundraising	Support the continued development of NORAH	Partnership and Development Manager	

7 Financial Implications

- 7.1 This Service Plan is based on delivery within the budget for 2019-20 set out in the Finance and Risk Report.

8 Issues, risks and innovation

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

Officer Contact

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

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Norfolk Records Committee

Item No.

Report title:	Performance Report 1 October 2018 – 25 March 2019
Date of meeting:	5 April 2019
Responsible Officer:	Steve Miller, Assistant Director, Culture and Heritage
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 2019 – 25 March 2019.	
Executive Summary This report provides information on work carried out by the Norfolk Record Office over the last six months. This includes information on educational activities, volunteer work, collection development, conservation and public access.	
Recommendation The Norfolk Records Committee is asked to: <p style="text-align: center;">Consider performance against the 2018/19 service plan and comment accordingly.</p>	

1. ENABLING NEW AND WIDER AUDIENCES TO BENEFIT FROM THE USE OF ARCHIVES

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 Primary and Secondary Education:

The Norfolk Record Office Education and Outreach team have continued to provide a variety of workshops and talks for children during the last six months. These have included a selection of new workshops created for the 2018-19 academic year and

workshops run in partnership with other organizations.

Newly created workshops include:

- i. *Putting on a Pageant*, run in conjunction with *Curious Spark*
- ii. *Norwich Strangers*, a workshop looking at Dutch and Flemish incomers to Norwich
- iii. *A Science of Conservation* workshop as part of Norwich Science Festival

Partnership or tailor-made workshops include:

- iv. Researching Marriott's Way Railway and Hellesdon Station in conjunction with the *Marriott's Way Heritage Trail Project*, for a group of 20 nurture students from Framingham Earl High School.
- v. *A History Detectives* workshop for 13 students from the Wherry School, a specialist free school for students with a diagnosis of autism and a wide range of abilities.

The *Norfolk a County of Welcome* workshop has again proved to be popular with staff running 14 of these workshops during the six months of this report period.

Higher Education:

Introduction to archive research sessions for 92 UEA students on both BA and MA courses.

- 1.3 The NRO also ran a course for MA history students aimed at improving their palaeography skills which also provided the NRO with catalogue information on its Consistory Court Deposition Books.
- 1.4 In total 46 workshops have taken place for 1,921 students

Lifelong Learners

- 1.5 A wide variety of events have been offered over the last six months as detailed in the two *What's On* booklets covering this period.

Highlights from the last six months include:

- 1.6 Six lunchtime talks, which attracted 347 attendees. The talks included: Margery Kempe of Lynn: Recent Discoveries about her Life, her Family and her Book, by Susan Maddock which attracted 77 people; The History of Norfolk on a Stick: Researching Village Signs by Andrew Tullett which attracted 60 people and The History behind The Favourite: Letters from Queen Anne's England in the NRO, which attracted 99 people.

- 1.7 Four Family Fun and Craft sessions for children and their parents/guardians, including Enter the Dragon's and Lion's Den, Frightful Fun!, Ready, Set, Go... and On the Nose. These attracted 84 children and their guardians.
- 1.8 New sessions in the programme include Small Bites, a 30-minute session run at lunchtime aimed at introducing people to different series in our collection. The first one, focusing on wills, attracted 10 people. Our first full day session on Historical Research was fully booked with 21 people, a second has been arranged for later in the year.
- 1.9 Regular events continued, such as Family History workshops. Two Behind the Scenes specials took place, these were NRO Sounds focusing on the sound archive and a gardening special. An introduction to using indexes and catalogues attracted 15 participants. Beginner's Palaeography was again popular with the 8 week course fully booked. 7 students also went on to enjoy the Improvers Palaeography.
- 1.10 Staff continued their sessions with *Headway*, a group who supports people with brain and head injury, running a session on creating Christmas decorations.
- 1.11 2 participants from *Asperger's East Anglia* took part in our Seething digitization project, taking part in 16 weekly sessions plus training.
- 1.12 Groups visiting the NRO included several groups from the *Great Yarmouth Preservation Trust*, focusing on the St John's Roll of Honour, the Great Yarmouth Rows and the Venetian Waterways. Other groups included local history groups such as Hapton History group who had one of our research sessions.
- 1.13 Adult craft sessions use the archives as inspiration for learning a new skill. Sessions have included marbling, drawing and calligraphy.
- 1.14 Overall 117 talks and workshops were delivered to 2,149 people

Social Media and websites

- 1.15 There are 10 Research Bloggers in the current cohort. Since October we have published 19 blog posts, 4 written by bloggers, 4 by staff and 11 by other volunteers. One blog-post a month is included the Eastern Daily Press. This post is published on our blog and printed in the newspaper on the same day.
- 1.16 To celebrate International Women's Day we held a 'Biographon', 6 participants carried out research on a number of women connected to Norfolk. Their findings will be included on the *Norfolk Women in History* website.

Change Minds Exhibition

- 1.17 An exhibition was created for the end of the Change Minds project which showcased the work undertaken by the participants. Examples of poetry, doll-making and

bookbinding were displayed alongside archival records of St Andrew's Hospital and the research carried out. In the New Year the exhibition was transferred to the Millennium Library.

Volunteers

- 1.18 Volunteers have completed 1,351 hours of activity at the Record Office since April. Currently there are 23 regular volunteers. This includes 149 volunteer hours contributed by five regular volunteers in King's Lynn where they are working on building regulation plans and research blogging. (Note: Sound project volunteers are reported elsewhere)

Crowd Sourcing

- 1.19 As part of the Stories of Lynn project, the NRO has been developing a crowdsourcing platform for transcribing and tagging the King's Lynn Hall Books. This was launched in October with a project centred on records from the Georgian period. Two introductory sessions were held at its launch with 27 people attending. A linked 'Transcribathon' event was held in March which attracted 18 people. This was helped by the appearance of the Archivist on Radio Norfolk and features in local papers. The latter featured one attendee commenting "It was a great chance for people to experience first-hand the history of this wonderful town and take part in bringing that history to life." The on-line transcribers efforts have now resulted in 355 classifications (i.e. pages of transcription).

2. ENSURING ARCHIVES ARE ACCESSIBLE NOW AND IN THE FUTURE

Providing Public Access Service

Public Access Service

1st October 2018 – 25 March 2019

2.1	Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
	The Archive Centre	1,811 (2,019)	4,694* (3,397)	2,955 (3,700)	21,282 (21,008)

(Note: Brackets show figures for 1 Oct 2017 to 31 March 2018)

*includes copy certificate applications via internet

Alterations to the Searchroom

2.2 In December the Record Office closed its Norwich searchroom for one week to allow changes to take place. These covered:

- i. Norfolk and Norwich Archaeological Society (NNAS) Library.

The move of the NNAS Library from the Cathedral Close was undertaken by the Record Office as a paid service. Almost all of their collection being placed on the new mobile racking in the searchroom. Space has also been provided for the NNAS librarian to work in the searchroom.

- ii. Searchroom Reorganization

The public and staff areas in the searchroom were moved to create a more efficient working space. This has resulted in:

- A new finding aids area by the searchroom entrance. This provides additional expansion space for new catalogues and reference works.
- A combined central information and document issue desk

Both of these moves were completed in the space of one week. Since the changes, feedback from users and the NNAS has been positive.

Remote Services

2.3		Visits	Pages Viewed
	NRO Website	24,280 (24,077)	95,954 (91,903)
	NROCAT	10,770 (15,162)	369,557 (431,524)
		Followers	
	Twitter	3,800	

(Note: Brackets show figures for 1 Oct 2017 – 31 March 2018, whilst the figures for this period do not include most of March 2019 and currently exclude King's Lynn figures)

Digitization: The Second Air Division Project

2.4 Following a request from the Second Air Division Memorial Library Trust, the Norfolk Record Office has started work to complete the digitization and publication online of the Memorial Library's archive, which is held by the Record Office. An earlier project saw about 60% of the archive digitized and published. Work started on the two-year project in December, 2018.

- 2.5 The searchroom closure in December enabled staff to undertake a stock take of the collection prior to digitization. In addition, recently received records have been catalogued and a mechanism for recording progress has been created. The workflow starts with the digitization of the original document but there is a significant amount of work before it can be made available on the web. This includes checking of catalogue descriptions; checking images for sensitive content and rights clearance work. This project will also include digitization and online publication of audio content in the collection.

Conservation and Preservation

- 2.6 Work undertaken by the conservation section has included:

- I. Repackaging of several new accessions including: Norfolk Young Naturalists Society records; publicity photographs regarding J.J. Wright and Son's work reconditioning Ford tractors; records of Judge Adrian Head with particular reference to his work with Norfolk Lavender Ltd. and some late 14th century Illuminated folios from religious works and service books which had been used as bindings.
- II. Chamberlains' accounts: Michaelmas 1780-Michaelmas 1781, was re-backed. (NCR Case 18b/79)
- III. A 13th century Grant by Robert de Coventry and his wife Magga to the monks of Holy Trinity was flattened with Isopropyl alcohol, tears were repaired, the seal was consolidated with a Klucel and IMS mixture and repackaged with a bespoke four flap folder. (DCN 45/26/1)
- IV. A map of the estate of the Rt. Hon the Lord Hobart in Intwood, Keswick and Swardeston had previous repairs and some adhesive residue removed by gelatine poultice, the paper losses were then in-filled and tears repaired. (BCH 63).

2.7 St Peter Mancroft Ringers' Articles

Two years ago, Collection Care went to view and report on the Ringers' articles in St Peter Mancroft. The report recommended that the parchment document, which was hanging on the wall of the church, would be better stored in an archival repository. In February, the document was accessioned into the Record Office. A digital image was supplied to the church so that they can produce a facsimile to place on the wall of the church where the original hung.

2.8 Conservation Services

The NRO is collaborating with the Norfolk Museum Service to promote the conservation services they can offer to the wider public. It has joined with the museum service in redeveloping its Design and Conservation offer.

3. ENABLING THE NORFOLK RECORD OFFICE TO CONTINUE RECEIVING ACCESSIONS

Managing and Developing the NRO Collection

Accessions

3.1 During this period 129 accessions have been received. Of particular note are:

- Irelands Arnold Keys (Land Agents), ACC 2018/117, property sales registers covering properties in Norfolk, c 1913-c 1968.
- Records of Palmer's Department Store, Great Yarmouth, in three accessions, ACC 2018/178, ACC 2018/188 and ACC 2018/216. Contents include: deeds to premises on Market Place and properties in the Rows; annual accounts and balance sheets 1936-2018; sales accounts 1949-1952, 1970-1984; salaries' accounts 1947-1949, 1956-1957; depository books 1924-1937; share register of members and directors 1939-1987; agreements 1908-1939; company seal matrix; advertising guard books; photographs and other records. Mostly dated 19th century -20th century.
- Survey of the estate of Paston Herne, 1738, ACC 2018/221, property in Haveringland (including Haveringland Hall, with elevation of house), Brandiston, Cawston, Felthorpe, Swannington, Erpingham, Metton, Felbrigg, and Roughton.

Appendix 1 provides a full list of accessions.

4. ENABLING PEOPLE TO DISCOVER INFORMATION FROM ARCHIVES

Unlocking our Sound Heritage (UOSH)

- 4.1 The East of England Hub for the UOSH project has been operating since November 2018, and at present will be run until c. November 2021. The project currently employs 2.8 FTEs: a Hub Project Manager, a Cataloguing Manager and a Digitization Engineer. An additional 1.5FTE (a full time 'Rights and Cataloguing Officer' and a part time 'Learning and Outreach Officer') are to be appointed within the next 6 months
- 4.2 The project so far has digitized 900 sound items (16% of the project total), this has produced over 700Gb of digital output, equivalent to a 1.8meter stack of CDs (without cases). These digital copies are then analysed by our Cataloguing Manager who is supported by the project's volunteering programme, at present, over 200 recordings have been catalogued.

- 4.3 The project relies heavily on the use of volunteers as the listening process is very labour intensive. Currently the project has 28 active volunteers listening to the digitized output of the project, typically visiting the NRO once a week. So far over 150 volunteer days have been contributed to the project in a little over 3 months. This has resulted in the equivalent of 23,000m of tape being listened to by the volunteers; end to end this would reach from Norwich to East Dereham.

5. PROVIDING A SUSTAINABLE SERVICE

Norfolk Archives and Heritage Development Foundation (NORAH)

- 5.1 An online payment system has now been added to the NORAH website. This work was funded by a grant provided by the Norwich Freeman. This will enable people to join the NORAH supporter scheme online.
- 5.2 NORAH also has a number of open positions for Trustees following the resignation of a trustee who has taken on other commitments. At present there are no plans to recruit trustees as the charity has an active and effective board.
- 5.3 NORAH has provided three grants during this period:
- I. To Norfolk Record Office to provide free places on training events: £200
 - II. To Norfolk Record Office to support digitization placements made available through partnership with Asperger East Anglia : £200
 - III. To Girl Guiding Norfolk to support archive internships and provide training at the NRO £692
- 5.4 NORAH has received a grant of £3000 from the Dulverton Trust to support work on networking with local history groups, and developing a forum, directory or group for discussion. This grant also covers the costs of providing two training events for local history groups, one at King's Lynn Borough Archives, and one at the NRO: The Archive Centre

Image Licencing

- 5.5 The Record Office has completed a programme of parish register digitization in preparation for further licencing. In all 3843 registers have been digitized as 164,994 images. Shortly, these will be made available for licencing to family history websites.

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 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, e.g. equality impact assessment, please get in touch with:

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Appendix 1

Accessions received during this reporting period.

ACC 2018/108	Additional records of Sheringham ecclesiastical parish and Upper Sheringham ecclesiastical parish	1893-2007
ACC 2018/109	Admission and feoffment for lands in South Creak	1714-1767
ACC 2018/110	Records of the Royal British Legion Dickleburgh and District branch	1982-2013
ACC 2018/111	Great and Little Plumstead Parish Council records	1894-2004
ACC 2018/112	Various Methodist records	19th century- 20th century
ACC 2018/113	Postcard from Ethel Flood in Norwich to R.H. Flood in Vancouver, Canada	1910
ACC 2018/114	Recordings of events in Caston commemorating the Battles of the Somme and Passchendaele	2016-2017
ACC 2018/115	Papers of Revd J.A. Appleton, rector of Stibbard	1856-2006
ACC 2018/116	NPS architectural plans (addnl.)	20th century
ACC 2018/117	Ireland's Arnold Keys (Land Agents)	c 1913-c 1968
ACC 2018/118	Weasenham Parish Council	1981-2015
ACC 2018/119	St Mark, Lakenham (Church of England Parish) (addnl.)	c 1848-1970s
ACC 2018/120	Gaywood Park Schools (addnl.)	1939-1998
ACC 2018/121	Steeles Law, solicitors, Norwich, client's papers	18th century- 20th century
ACC 2018/122	Additional records of Trunch and Swafeld ecclesiastical parishes	1917-2015
ACC 2018/123	Records of Lessingham school	1903-1985
ACC 2018/124	Records of Thwaite ecclesiastical parish	1952-2011
ACC 2018/125	Norwich Cathedral Dean and Chapter (addnl.):	2000-2003

	correspondence concerning the Cathedral Library	
ACC 2018/126	Bills and accounts relating to Reepham	1801-1932
ACC 2018/127	Records of Social Lodge of Freemasons, No. 93, St. Giles Street, Norwich (addnl.)	1856-1996
ACC 2018/128	Registers of various parishes in the East Dereham Benefice (addnl.)	1956-2016
ACC 2018/129	Records of the Food Research Institute	c 1960-2013
ACC 2018/130	Additional parish registers of Shotesham St Mary	1813-2016
ACC 2018/131	Norfolk County Council, Property Management Team (addnl.)	Oct 1964
ACC 2018/132	Parish records of Christchurch, Eaton PCC (addnl.)	2017-2018
ACC 2018/133	Printed Norfolk county and other maps of north-east Norfolk (from the Raymond Frostick map collection) (addnl.)	1797-mid 20th century
ACC 2018/134	Pre-registration title deeds to 6 Stow Road, Wiggenhall St Mary Magdalen, PE14 3BT	1920-1966
ACC 2018/135	Records of the Norfolk Bowls Association (Ladies)	1955-2009
ACC 2018/136	Papers relating to Carrow Works and Norwich Theatre Royal	1916-2013
ACC 2018/137	Records of Aldborough Ecclesiastical Parish	1973-2006
ACC 2018/138	Tithe map of East Carleton	1850
ACC 2018/139	Papers of Lorna Irene Littleproud, shop assistant, ATS member	1941-1979
ACC 2018/140	NR2 Community Skills Share: A Local Memories Project	2015-2018
ACC 2018/141	Old Hunstanton Parish Council records (addnl.)	2007-2013
ACC 2018/142	Norfolk County Council Town and County Planning Act 1947 - Development plan for the County of Norfolk (Written Analysis)	1952

ACC 2018/143	Thurne Parish Council Records	20th century
ACC 2018/144	2AD Memorial Library (addnl.): Don Olds	20th century
ACC 2018/145	2AD Memorial Library (addnl.): Anthony North	20th century
ACC 2018/146	Annotated pamphlet re British plants used in witchcraft and medicine, by James Hooper	July 1915
ACC 2018/147	Thurne parish council records (addnl.)	1919-1977
ACC 2018/148	Burgh Castle parish council records (addnl.)	2012-2015
ACC 2018/149	Belton with Browston Parish Council records (addnl.)	1989-2014
ACC 2018/150	Forngett estate records of the Marcon, Hardy and Nash families	1698-1855
ACC 2018/151	Norfolk School Cookery book of Grace Kett	1916-1918
ACC 2018/152	Wicklewood Parish Council (addnl.)	2001-2012
ACC 2018/153	Eastern Region Hockey Umpires Association (addnl.)	1999-2018
ACC 2018/154	Clippesby Church of England Parish (addnl.)	1813-2018
ACC 2018/155	Reffley Society (addnl.)	1810-1876
ACC 2018/156	Change Minds Project records (addnl.)	2018
ACC 2018/157	'NR2 Own Words: Lakenham Speaks' Project	2018
ACC 2018/158	Kelling Parish Council records	c 1909-c 1999
ACC 2018/159	Gaywood Park School log book	1972-1996
ACC 2018/160	Deeds and papers relating to Norfolk purchased at Keys of Aylsham	1743-1979
ACC 2018/161	Philip Wayre Collection	20th century
ACC 2018/162	Notebooks of Eileen Bumphrey	1991-2014
ACC 2018/163	Papers of Helen Walton (later Helen Somerwill) student at Norwich Training College	1878-2018
ACC 2018/164	Records of Ingworth ecclesiastical parish (addnl.)	1878-2017
ACC 2018/165*	James Beck Auctions of Fakenham, auctioneers, lot	19th century-

	214	20th century
ACC 2018/166	Postcards of Scratby and California gap	nd [? 20th century]
ACC 2018/167	Martham ecclesiastical parish records (addnl.)	20th century
ACC 2018/168	Records of Little Plumstead Hall and Hospital	1938-1958
ACC 2018/169	Printed (and annotated) plan of the city of Norwich, published by Charles Muskett in the mayoralty of Samuel Bignold, Esq.	1849
ACC 2018/170	King's Lynn Town Hall visitor books and mayoral album	1887-2014
ACC 2018/171	Gt Yarmouth mortgage deed	1725
ACC 2018/172	Records of the West Norfolk Methodist Circuit (addnl.)	1837-2011
ACC 2018/173	Abstract of title, conveyance and associated search papers re title to a plot of land (now property no. 14) on the north side of Lynn Road, Great Massingham	Aug-Dec 1961
ACC 2018/174	Records of Scarning Parish Council	2006-2014
ACC 2018/175	Records of Carbrooke Parish Council (addnl.)	1998-2014
ACC 2018/176	Philip Armes Collection	19th century-20th century
ACC 2018/177	Quidenham Group of Parishes (addnl.)	20th century-21st century
ACC 2018/178	Palmer's Department Store, Great Yarmouth	17th century-21st century
ACC 2018/179	Royal George Chapter no. 52 (Freemasons)	2007-2014
ACC 2018/180	Lodge of Unanimity no. 102 (Freemasons)	2006-2016
ACC 2018/181	Reffley Society (addnl.)	1878-1934
ACC 2018/182	Blackburns of Harleston Ltd, builders	1923-1952
ACC 2018/183	Norfolk client papers of Arnold Wexler (solicitor of	1876-1936

	Coulsdon, Surrey)	
ACC 2018/184	Dilham Parish Council (addnl.)	19th century- 21st century
ACC 2018/185	Colin Turner's reminiscences of bombing in Norwich on 14 April 1942	nd [? 2018]
ACC 2018/186	Upton History Group: Blofield Deanery Magazines	1905-1944
ACC 2018/187*	James Beck Auctions of Fakenham, lot no. 193	1888-c 1944
ACC 2018/188	Palmer's Department Store (addnl.)	c 1909-2018
ACC 2018/189	Colours slides relating to the Great Hospital.	nd [2000]
ACC 2018/190	Deeds and papers relating to Norfolk purchased at Keys Auction, Aylsham.	1726-1852
ACC 2018/191	Records from the parish of St Peter Mancroft, Norwich (addnl.)	late 11th century-c 1720
ACC 2018/192	Keswick Hall Old Students records (addnl.)	2017-Dec 2018
ACC 2018/193	Record from Eastern Counties Omnibus Company Ltd (addnl.)	1931-1961
ACC 2018/194	legal records from Geoffrey Watling (Norwich) Ltd (addnl.)	1918-1993
ACC 2018/195	Barton Bendish Parish Council record	2018
ACC 2018/196	Sale particulars	1913-1917
ACC 2018/197	Lennensian magazines (addnl.)	1907-1931
ACC 2018/198	Parish records of Stanhoe (addnl.)	1891-2016
ACC 2018/199*	James Beck Auctions of Fakenham, lot no. 270	1865-1934
ACC 2018/200	Farm account books of the Griggs family of South Creak (addnl.)	Oct 1860-Oct 1951
ACC 2018/201	Marlingford and Colton Parish Council	1930-2005
ACC 2018/202	Marlingford United Charities	20th century
ACC 2018/203	Records of Dairy Farm, Thorpe End, Plumstead Road,	? 1938-1967

	Norwich	
ACC 2018/204	Records of Old Hunstanton Parish Council	2007-2014
ACC 2018/205	Records of the Norfolk and Norwich University Hospital Nurses League (addnl.)	1916-2018
ACC 2018/206	Title Deeds to Church Cottage, Briston	1790-1932
ACC 2018/207	Copy of Henry VIII's charter of 1528 granting a Tuesday market and yearly fair to the inhabitants of Methwold	1587
ACC 2018/208	Lynn Grammar School (addnl.)	1917-1995
ACC 2018/209	Sale Particular: Hardingham estate of Sir Archibald Dickson, decd.	1805
ACC 2018/210	Norfolk County Council Childrens' Services (addnl.)	1903-2000
ACC 2018/211	Welborne Arts Festival records	2000-2015
ACC 2018/212	Croxton Church of England Parish additional registers	1913-2016
ACC 2018/213	File of architectural drawings and notes of Beaupre Hall, Outwell	1961
ACC 2018/214	Norwich St Peter Mancroft Ecclesiastical Parish, additional	1750s
ACC 2018/215	Calthorpe Ecclesiastical Parish (addnl.)	1928-2015
ACC 2018/216	Records of Palmers Department Store, Great Yarmouth (addnl.)	1908-2018
ACC 2018/217	Records of Longham Parish Council (addnl.)	1991-2015
ACC 2018/218	Records of the Heigham May Day Family Event organised by three local denominations (addnl.)	2012-2015
ACC 2018/219	Norfolk Title Deeds	1697-1910
ACC 2018/220	Souvenir photograph album	c 1940s-1950s
ACC 2018/221	Survey of the estate of Paston Herne	1738
ACC 2018/222	Alderman Swindell Primary School	1929-2017

ACC 2018/223	Norfolk Record Office website	1998-2013
ACC 2018/224	Ashwellthorpe ecclesiastical parish (addnl.)	1954-2016
ACC 2018/225	North Elmham ecclesiastical parish (addnl.)	1922-2009
ACC 2018/226	Burnham Market Women's Institute: Village History of Burnham Market	1936-2006
ACC 2018/227	King Edward VII school (addnl.)	1999-2014
ACC 2018/228	Records of Edgefield, Corpusty, Ingworth, Stody and Melton Constable Parish Councils	1930-2017
ACC 2018/229	Records of the Golden Sands Holiday Camp, Hopton-on-Sea	1933-1985
ACC 2018/230	Records of the Womens Section of the Royal British Legion for the Diss and District and East Harling District	1932-2016
ACC 2018/231	Hunstanton Convalescent Home Records	1872-1927
ACC 2018/232	Official and Labour Party papers of Raymond Frostick, labour city councillor and one-time lord mayor	1966-2013
ACC 2018/233	Records of Mundford Women's Institute	1944-2017
ACC 2018/234	Bodham Enclosure Papers	1808-1810
ACC 2018/235	Ordnance Survey Military Edition map of East Anglia	nd [1939]
ACC 2018/236	Photocopy of isometric drawing of Norwich Cathedral by John T. MacNaughton-Jones	1963
ACC 2018/237	Records of the Norwich Brewery Club	1931-2018
ACC 2018/238	Papers relating to Flower Festivals belonging to Revd Howard Whyntie	1963-1965