

# Norfolk Records Committee

Date: **Friday, 06 April 2018**

Time: **10:30**

Venue: **Green Room, Archive Centre, County Hall,  
Martineau Lane, Norwich, Norfolk, NR1 2DH**

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

## Membership

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

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## **A g e n d a**

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

- 2. Minutes**

**Page 4**

To confirm the minutes of the meeting held on 12 January 2018

- 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

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

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

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

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

5. **Finance and Risk**

**Page 8**

A report by the Executive Director of Community and Environmental Services

6. **Performance 1 October 2017-28 February 2018**

**Page 18**

A report by the Executive Director of Community and Environmental Services

7. **Service Plan 2018-19**

**Page 31**

A report by the Executive Director of Community and Environmental Services

**Date of Future Meetings**

<b>Date</b>	<b>Time</b>	<b>Venue</b>
29 June 2018	10:30	Green Room, Archive Centre, County Hall
02 November 2018	10:30	Green Room, Archive Centre, County Hall
11 January 2019	10:30	Green Room, Archive Centre, County Hall

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

Date Agenda Published: 27 March 2018



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## Norfolk Records Committee

### Minutes of the Meeting held at the Norfolk Records Office on 12 January 2018 at the Archive Centre, County Hall

#### **Present:**

##### **Norfolk County Council**

Mr P Duigan (Vice-Chairman)  
Mr R Hanton

##### **Norwich City Council**

Mr D Raby

##### **Broadland District Council**

Mr D Buck

##### **South Norfolk District Council**

Dr C J Kemp (Chairman)

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

Mrs E A Nockolds

##### **Breckland Council**

Mr R Kybird

#### **Non-Voting Members**

##### **Co-Opted Members**

Mr M R Begley  
Mr A Steynor

##### **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

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

- 1.1** Apologies were received from Cllr Brociek-Coulton, Mrs A Claussen-Reynolds, Ms M Coleman, Ms C Herries, Professor C Rawcliffe and Cllr D Rowntree.

#### **2. Minutes**

- 2.1** The minutes of the meeting held on the 3 November 2017 were **AGREED** as an accurate record and signed by the Chairman, subject to an amendment to record Mrs Claussen-Reynolds' apologies.

##### **Matters arising from the Minutes**

- Ref. paragraph 8.4: The Chairman reported that after the meeting he had discussed with Prof. Wilson the value of his contribution to the Committee over his 20 years of service as a Co-opted Member.

#### **3. Declarations of Interest**

- 3.1** No interests were declared.

#### 4. Items of Urgent Business

- 4.1 No items of urgent business were discussed.

#### 5. Appointment of Co-opted Members

- 5.1 The Committee received the report outlining the recommendation for appointment to the third Co-opted Member position, Mr Steynor, a trustee of NORAH.

The Chairman introduced Mr Steynor to the Committee, and **PROPOSED** that the Committee appoint him as the third Co-opted Member, seconded by Mr Kybird.

The Committee unanimously **AGREED** to co-opt Mr Alan Steynor as the third Co-Opted Member of the Committee.

Mr Steynor Joined the meeting at 10:35; Dr Morgan arrived at 10:35

#### 6. Finance and Risk

- 6.1 The Committee considered the report forecasting the financial out-turn for the Norfolk Record Office (NRO) for 2017/18, the NRO revenue budget for 2017/18, reserves and provisions and an update on the service risk register.

- 6.2.1 Some of the staffing underspend shown in the report was due to staff vacancies and some due to an overestimation in the budget requirement for staffing by Finance.

- 6.2.2 Reserves were allocated by the Committee in 2013 for improving archive storage, an ongoing piece of work. In January 2015, the Committee approved money from reserves for partnership and funding work, and in January 2017, £85,000 was approved to continue this work and work on the strategic aims.

- 6.2.3 A mistake was noted on p10, which should read 6, not 5, as an additional risk had been added. The County Archivist gave background to the risks. The newest risk was 2.47, sustainability of metadata

- 6.3.1 Dr Morgan spoke of his experiences accessing microfilm at the Heritage Library Centre earlier in the week. Staff did not know how to use the machines and were unsure what was in the collection; an archive specialist was available at the library however only during part of the week. Dr Morgan suggested that library staff should be trained to be able to access material made available to them by the Archive Centre. He also noted there was a staff training need in relation to knowledge of and use of the digital archive.

- 6.3.2 The County Archivist reported that library staff had been trained in the past, however acknowledged that this needed repeating. The Archive service aimed to move away from use of microfilm and provide this information, such as wills, digitally.

- 6.3.3 The Chairman **ASKED** the County Archivist to speak to his counterpart in the library Service and ensure this was addressed, to stop people being put off from accessing services.

The Committee considered and **NOTED**, subject to the above request by the Chairman:

- The forecast position of the revenue budget, reserves and provisions for 2017/18;
- The management of risk for 2017/18

## **7. Long-Term Strategy 2018-2023**

7.1.1 The Committee received the report outlining the long term strategy to inform long term planning and service planning for 2018-19.

7.1.2 The County Archivist introduced the report to the committee, and discussed links to previous reports such as “Archives Unlocked”; the strategy aimed to bring these projects and approaches together.

### **7.2.1 Enabling the Norfolk Record Office (NRO) to continue receiving accessions**

- It was noted that if a large archive became available this would affect the long term availability of space in the archive;
- 30m<sup>3</sup> of space were being created annually to prolong the lifespan of the archive;
- There was space to accept new accessions until 2024; a detailed assessment would be carried out in 2020 and brought to Committee, after which an options appraisal would be launched if more archive space was required;
- Four years lead time had been allowed for purchase or construction of a new building/extension. It was noted that it would be useful to factor in building revenue creating opportunities;
- The County Archivist recognised that creating revenue for further archive space would be challenging; Heritage Lottery Funding supported projects promoting interaction with and use of the heritage so expanding archive space alone would be unlikely to meet their criteria;
- It was queried whether a crib sheet was available advising people to consider the Record Office for their accessions. The County Archivist confirmed guidance information was available on the website related to specific documents and further work was due to be carried out on this.

### **7.2.2 Digital Archives**

- A pilot project had been carried out with the East of England Consortium regarding archiving digitally created documents;
- The next stage would involve looking into installing the software involved in the pilot in the Archive Centre.

### **7.2.3 Collection Development**

- Collecting tended to be reactive rather than active, which was resource intensive;
- Revd Read shared that the diocese of Norwich was grateful to Norwich for accommodating and making accessible Parish records. It was noted that many Norfolk families had paper records related to lost or dwindling industries and working lives of residents which families may wish to donate to the archive. The County Archivist suggested that this was raised at the Bishops’ Committee for Books and Documents;
- Mrs Nockolds noted that this scenario would also apply to Parish Council records.

### **7.2.4 Searchroom Access**

- 95% of the collection was accessed physically rather than digitally and this was likely to always be the case;
- There had been a decline in microfilm use, while users of the document end of the search room had remained mostly constant. People were now likely to bring a digital camera, to study documents at home. This, combined with the level of use of resources available online, meant the collection was now being used more than it ever had,

### 7.2.5 Cataloguing and Authority Files and sharing metadata

- Subject cataloguing was limited at the time however was reported to be a popular way for people to search for records;
- A collaborative PhD had been put in with the University of East Anglia (UEA) looking at literature in the 18<sup>th</sup> Century.
- An intoxicants project had been carried out at the UEA using Norfolk and Cheshire records; it was queried whether the NRO could access this. A meeting was due to be held in London to look at how this type of information could be obtained.

### 7.2.6 Education and Outreach

- Volunteer projects were designed to involve transactional level archiving.

### 7.2.7 Supporting Archive Ecology

- The Record Office, as a large part of the larger ecology of the archive service in Norfolk, had a role in advising and supporting smaller archives and organisations;
- A further 'Exploring your Community' conference would be held in March 2018;
- The benefits brought about by the Museums Service teaming up with metal detectorists were noted.

### 7.2.8 Providing a sustainable Services

- Exhibitions had been charged for and licencing contracts with family history websites were in place. Ordering digital copies of records had the potential to provide additional income;
- The Record Office would be looking at further ways to increase income generation;
- NORAH could provide grants to support Record Office projects;
- The County Archivist clarified that income was generated through activities relevant to the Record Office's mission, and care taken to ensure external work did not prevent them from doing their key work;
- It was noted that the Norfolk Record Office provided remote access to archives in various ways for a cost or on site for free. The County Archivist reported that he was looking into setting up a system for users to pay a set fee for digitising items, or, for larger orders, pay for a sample and be provided with a cost for digitising the rest. Users would still be able to access the records free at the Archive Centre.

7.3 The Committee **CONSIDERED** and **NOTED** the long-term strategic aims outlined in the report to inform both long-term planning and service planning for 2018-19.

### **Future Meetings:**

Date	Time	Venue
6 April 2018	10:30	Green Room, Archive Centre, County Hall
29 June 2018	10:30	Green Room, Archive Centre, County Hall
2 November 2018	10:30	Green Room, Archive Centre, County Hall

The meeting ended at: 11:41am

After the meeting a presentation was given to the Committee on conservation of Archives.

**Christopher Kemp,  
Chairman of the Committee**

# Norfolk Records Committee

Item No 7

<b>Report title:</b>	<b>Finance and Risk</b>
<b>Date of meeting:</b>	<b>6 April 2018</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe – Executive Director, Community and Environmental Services</b>
<b>Strategic impact</b> This report provides an update on the forecast financial year end position and for the Norfolk Records Committee for 2017/18	

## Executive summary

This report forecast financial out-turn for the Norfolk Record Office (NRO) for 2017/18. Section 1 covers the NRO revenue budget for 2017/18, reserves and provisions. Section 2 provides the Committee with an update on the service risk register.

The main issues for consideration by this Committee are:

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

### Recommendations:

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

- **Forecast position of the revenue budget, reserves and provisions for 2017/18**
- **Management of risk for 2017/18**

## 1. Revenue Budget

### 1.1 Financial Performance 2017/18

- 1.1.1 At the end of period 11 2017/18 we are forecasting that the NRO will deliver a balance budget. This is summarised in the table below.

<b>Service</b>	<b>Approved budget £m</b>	<b>Forecast 2016/17 Outturn £m</b>	<b>Forecast +Over/- Underspend £m</b>
Salary	0.922	0.817	(0.105)
Premises	0.004	0.022	0.018
Travel	0.003	0.003	0.000
Supplies & Services	0.063	0.072	0.009
Support Services	0.001	0.002	0.001
Capital*	0.205	0.205	0.000



Income	(0.401)	(0.324)	0.077
<b>Total</b>	<b>0.797</b>	<b>0.797</b>	<b>(0.000)</b>

\* 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.

- 1.1.4 The additional premises and supplies and services costs relate to building works at the Archive Centre. Savings on salaries resulting from staff absences mean that the NRO has still been able to manage a balanced budget.
- 1.1.5 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.

## 1.2 Capital programme

- 1.2.1 There is no capital programme for 2017/18.

## 1.3 Reserves and Provisions

- 1.3.1 The table summarising the 2017/18 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.

<b>Reserves and Provisions 2016/17</b>	<b>Balances at 01Apr 17</b>	<b>Forecast Balance at 31Mar 18</b>	<b>Planned Change</b>
	£m	£m	£m
<b>Norfolk Record Office</b>			
Residual Insurance and Lottery Bids	0.205	0.208	0.003
Unspent Grants & Contributions Reserve	0.017	0.007	(0.010)
Service Total	0.222	0.215	(0.007)

## 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 review of March 2018 appears at Appendix A.
- 2.2 The register contains five key risks, four of which are currently assessed as a 'medium' level risk, while one is assessed as 'low'.
- 2.3 All risks are being well managed. Two of the risks are showing 'Green – on schedule' progress towards achieving their target risk scores, and the other 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 2017/18. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities.
- 2.4.2 For RM13963 'Inability to continue collecting archives', an increased level of accessions would reduce the available space more quickly than planned. Records are kept of the amount of additions and available space and bespoke packaging is used to reduce the amount of space needed. There is also work which can be carried out to further increase the capacity of the King's Lynn strong room. This risk is classed as 'green' and is not expected to occur in 2017/18, 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. This is mitigated through entering into commercial partnerships to improve access and planning for access to digital images in search room. Plans are in place to increase the amount of digital images available through commercial partnerships. This risk is classed as 'green' and is not expected to occur in 2017/18, 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 now leading a collaborative regional project to address these issues.
- 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, including recent recruits, have been trained. This risk is classed as 'green' and is not expected to occur in 2017/18, and so will have no impact on the revenue position.
- 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.

### **3. Financial Implications**

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

## 4. Issues, risks and innovation

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

There are no other documents to refer to.

### Officer Contact

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

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

<b>Officer Name:</b> Andrew Skiggs Accountant	<b>Tel No:</b> 01603 223144	<b>Email address:</b> andrew.skiggs@norfolk.gov.uk
Gary Tuson County Archivist	01603 222003	gary.tuson@norfolk.gov.uk



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## Appendix A

<b>Risk Number</b>	RM13959					<b>Date of update</b>			01 April 2018	
<b>Risk Name</b>	Loss of or reduction in funding									
<b>Risk Owner</b>	Gary Tuson					<b>Date entered on risk register</b>			31 March 2009	
<b>Risk Description</b>										
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.										
<b>Original</b>			<b>Current</b>			<b>Target</b>				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	4	16	2	4	8	2	3	6	Mar-18	Amber
<b>Tasks to mitigate the risk</b>										
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										
<b>Progress update</b>										
Income generation targets on course Additional material for licencing being issued. Additional digitization work being undertaken fro future releases										

## Appendix APPENDIX A

<b>Risk Number</b>	RM13963				<b>Date of update</b>			01 April 2018		
<b>Risk Name</b>	Inability to continue collecting archives									
<b>Risk Owner</b>	Gary Tuson				<b>Date entered on risk register</b>			27 February 2014		
<b>Risk Description</b>										
An increased level of accessions has reduced available space in strongrooms more quickly than planned and there may be further, unexpected increased levels.										
<b>Original</b>			<b>Current</b>			<b>Target</b>				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
2	3	6	2	3	6	2	2	4	Mar-18	Green
<b>Tasks to mitigate the risk</b>										
Actions to mitigate risk to be included in forthcoming service plans										
<b>Progress update</b>										
Target reached in 2015/16 and 2016/17. Included in service plan for current year Additional space identified in King's Lynn										

## Appendix APPENDIX A

Risk Number	RM14164		Date of update		01 April 2018					
Risk Name	Failure to meet growing public expectations on access									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Public are not able to access collections as easily as they expect through modern technologies										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
3	3	9	3	3	9	2	3	6	Mar-20	Green
Tasks to mitigate the risk										
<ul style="list-style-type: none"><li>• Use of commercial partnerships to improve access</li><li>• Planning for access to digital images in searchroom under way</li><li>• Project to enhance metadata planned</li></ul>										
Progress update										
Project to enhance metadata has been launched. Volunteer project has added over 20,00 records to catalogue										

## Appendix APPENDIX A

<b>Risk Number</b>	RM14165		<b>Date of update</b>		01 April 2018					
<b>Risk Name</b>	Failure to collect, preserve and make accessible new formats of archive									
<b>Risk Owner</b>	Gary Tuson		<b>Date entered on risk register</b>		27 February 2014					
<b>Risk Description</b>										
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.										
<b>Original</b>			<b>Current</b>			<b>Target</b>				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-18	Amber
<b>Tasks to mitigate the risk</b>										
• Collaborative project for delivery of digital preservation										
• Develop staff skills										
• Continue to develop in-house procedure for handling digital objects										
<b>Progress update</b>										
Tools for digital preservation have been evaluated										
Environment for local hosting of tools being prepared										

## Appendix APPENDIX A

<b>Risk Number</b>	RM14167		<b>Date of update</b>		01 April 2018					
<b>Risk Name</b>	Collection at risk through unexpected events									
<b>Risk Owner</b>	Gary Tuson		<b>Date entered on risk register</b>		27 February 2014					
<b>Risk Description</b>										
Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection										
<b>Original</b>			<b>Current</b>			<b>Target</b>				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
1	5	5	1	5	5	1	5	5	Mar-18	Met
<b>Tasks to mitigate the risk</b>										
• Disaster / emergency plan training to be rolled out										
<b>Progress update</b>										
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 2017/18										



## Appendix APPENDIX A

Risk Number	RM14291	Date of update				01 April 2018				
Risk Name	Long Term Sustainability of Metadata									
Risk Owner	Gary Tuson	Date entered on risk register				13 June 2017				
Risk Description										
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.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	1	5	5	Apr-19	Amber
Tasks to mitigate the risk										
Metadata project launched in 2017										
Progress update										
Servers for test environment for software migration being set up autumn 2017										

# NORFOLK RECORDS COMMITTEE

Item No.

<b>Report title:</b>	<b>Performance Report 1 October 2017 –28 February 2018</b>
<b>Date of meeting:</b>	<b>6 April 2018</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe - Executive Director, Community and Environmental Services</b>
<b>Strategic impact</b> 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

1<sup>st</sup> October 2017 – 28<sup>th</sup> February 2018

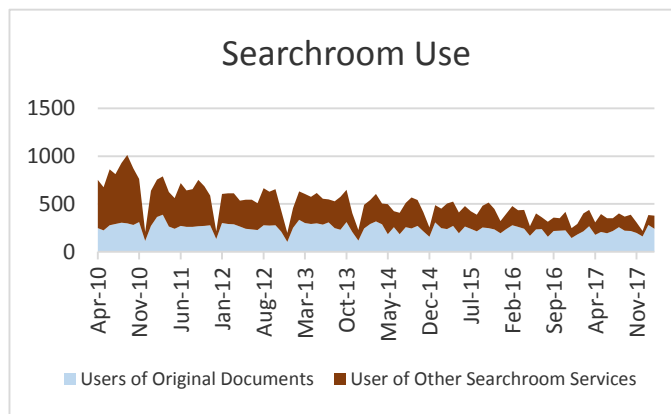
2.1

<b>Norfolk Record Office:</b>	<b>Searchroom Visits</b>	<b>Written Enquiries</b>	<b>Telephone Enquiries</b>	<b>Documents Produced</b>
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)

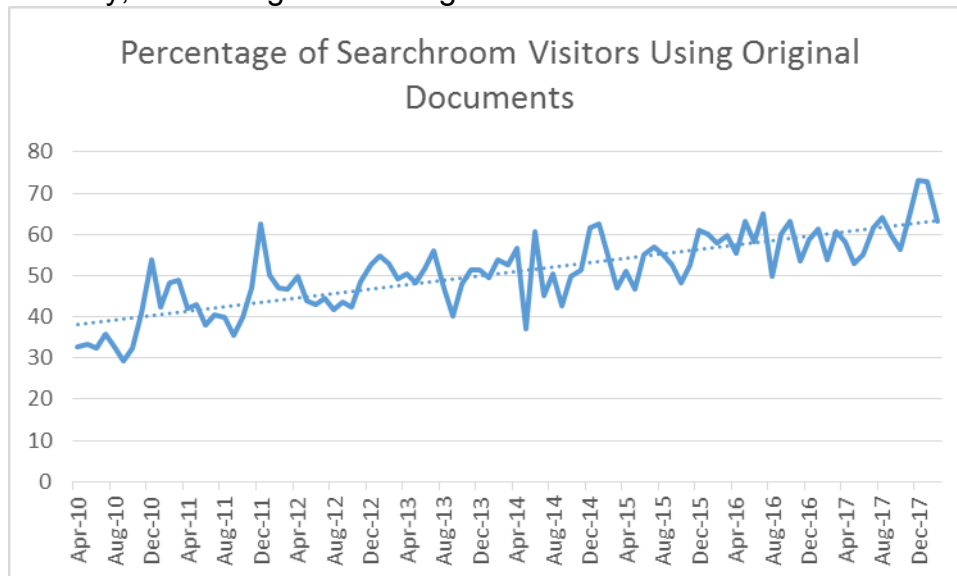
2.2 Long Term Trends in Searchroom Use

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

	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 CHASE<sup>1</sup> Collaborative Doctoral Award studentship

<sup>1</sup> 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 18<sup>th</sup> 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 17<sup>th</sup> 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:

**Officer name :** Gary Tuson, County Archivist **Tel No. :** 01603 222599

**Email address :** [gary.tuson@norfolk.gov.uk](mailto:gary.tuson@norfolk.gov.uk)



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

## Appendix 1

### 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

# NORFOLK RECORDS COMMITTEE

Item No.

<b>Report title:</b>	<b>Service Plan 2018-2019</b>
<b>Date of meeting:</b>	<b>6 April 2018</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe, Executive Director, Community and Environmental Services</b>
<b>Strategic impact</b> 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 doing so it aims to ensure that: i. Norfolk's Heritage is enriched ii. People are confident that important information is preserved. iii. People derive educational, social and cultural benefits from the use of archives. People have access to information they need for personal, business, legal and cultural purposes	

## Executive summary

This report provides information on the Norfolk Record Office (NRO) Service Plan for April 2017 to March 2018. **Recommendations:**

**The Norfolk Records Committee is asked to consider and comment on the Service Plan(Appendix A), and to approve its adoption(Appendix B) for the coming year**

## 1. Introduction

- 1.1. This Service Plan outlines the work planned for the Norfolk Record Office during the year April 2018 to March 2019. It is based on the Norfolk Record Office's mission, and can be divided into three broad areas of activity:
  - Preserving and conserving of archives
  - Collecting archives
  - Providing and facilitating access to archives.
- 1.2. 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 planning, are included in the 2018/19 Service Plan(Appendix A).

## 2. Financial Implications

- 2.1. This Service Plan is based on delivery within the budget for 2017-18 set out in the Finance and Risk Report.

## 3. Issues, risks and innovation

- 3.1. 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 or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

**Officer name :** Gary Tuson, County Archivist **Tel No. :** 01603 222599

**Email address :** [gary.tuson@norfolk.gov.uk](mailto:gary.tuson@norfolk.gov.uk)



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# NORFOLK RECORD OFFICE

## SERVICE PLAN

### 2018-2019

#### **Long term goals**

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.

#### **A Enabling new audiences to benefit from the use of archives**

##### Education, Outreach and Engagement

- 1.1 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*

- 1.2 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

- 1.3 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*

- 1.4 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.

#### **B Ensuring archives are accessible now and in the future**

##### Searchroom Access

- 2.1 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 that use of the Collection is higher than it has ever been.

Another significant change in the NRO searchroom has been the construction of a Glass Box at the rear of the microfilm area. This provides both a breakout space for groups in the Green Room; and teaching and project space operating under searchroom rules.

#### *Long-term Plans / Strategy*

- 2.2 Ensure that searchroom space is used efficiently and provides an environment conducive to research. This is likely to involve continued reorganization of searchroom space.

#### Conservation and Preservation

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

#### *Long-term Plans/ Strategy*

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

### **C Enabling the Norfolk record office to continue receiving accessions**

#### Accommodation

- 3.1 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 46m<sup>3</sup> of records being accessioned (the equivalent of around two years accessions).
- 3.2 Annual service plans since 2014 have included work to create 30m<sup>3</sup> of space per year in existing strongrooms. This has been achieved through bespoke packaging, additional shelving and collection management. Whilst it is unlikely that 30m<sup>3</sup> will be created every year from now on, by continuing this strongroom work it is estimated that the NRO will have sufficient storage capacity to continue accepting accessions until 2024.

#### *Long-term Plans / Strategy*

- 3.3
- i. Continue to target freeing space in the strongrooms as part of the annual service plan.
  - ii. In 2020, the NRO will carry out a detailed assessment of its storage needs. If this concludes that additional storage is required within the next four years, the NRO will undertake an options appraisal to determine the best way of providing it.

#### Digital Archives

- 3.4
- 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. In 2016/17 the NRO undertook a collaborative pilot project with four other archives in the East of England. This developed skills and enabled it to make better decisions on its long-term strategy.

#### *Long-term Plans / Strategy*

- 3.5
- 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

- 3.6
- 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*

- 3.7
- 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.

### **D Enabling people to discover information from archives**

#### Cataloguing and Authority Files

- 4.1
- 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

- 4.2 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.

*Long-term Plans/ Strategy*

- 4.3
- i. Continued additions to and enhancement of archive descriptions
  - ii. Replacement and/or improvement of exiting 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.

**E Supporting Norfolk's archive ecology**

Support, Training and Advice

- 5.1 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 stakeholding 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

- 5.2 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*

- 5.3 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.

**F Providing a sustainable service**

Income Generation

- 6.1 The NRO has increased its generation by around 400% in the last four years. This has been achieved through 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*

- 6.2 Continued to increase income generation. Measures to achieve this will include additional licencing of digital images and increased use of NRO digitization services. The latter will be achieved through improving descriptive metadata a described above.

Fundraising

- 6.3 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*

- 6.4 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.

## Appendix B

### Strategic Objectives and Actions 2018-2019

<b>A</b>	<b>Goal: Enabling New and Wider Audiences to Benefit from the Use of Archives</b>			
	<b>Strategic Objectives</b>	<b>Actions</b>	<b>Owner</b>	<b>Level funded from</b>
<b>A1</b>	<b>Develop skills and attract new audiences. Realise educational and wellbeing benefits of using archives</b>	<p>Programme of educational activities delivered for:</p> <ul style="list-style-type: none"> <li>Schools</li> <li>Families</li> <li>Lifelong Learners</li> <li>Groups</li> </ul> <p>Targets: Delivery of 100 activities/events inside and outside of Record Office. Attendance at NRO events of 2,500+ people.</p>	Education and Outreach Officer	Revenue Budget
<b>A2</b>		<p>Support Delivery of Change Minds Norwich in collaboration with NLIS</p> <p>Complete follow on actions from Change Minds conference</p> <p>Support Change Minds Keeping in Touch sessions funded by NORAH</p>	County Archivist	External Funding / Revenue
<b>A3</b>	<b>Provide opportunities that promote access and preservation and provide volunteers with skills and wellbeing benefits.</b>	<p>Volunteer programme developed and implemented resulting in 2000 volunteer hours per year. To include:</p> <ul style="list-style-type: none"> <li>Volunteer Building Regulation Plan</li> <li>Marriage Licence indexing</li> </ul> <p>Review existing volunteer programme to identify efficiencies and new opportunities</p>	<p>Senior Archivist (Volunteers)</p> <p>Senior Archivist (Volunteers)</p>	Revenue
<b>B</b>	<b>Goal: Ensure Archives are Accessible Now and in the Future</b>			
<b>B1</b>	<b>Provide public access service on site</b>	<p>Maintain Search Room service five 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 and procedures implementing changes</p>	<p>Support Services Manager</p> <p>Partnership and Development Manger</p> <p>County Archivist / KLBA Archivist</p> <p>Support Services Manager</p>	<p>Revenue</p> <p>Revenue</p> <p>SLA</p>

<b>B2</b>	<b>Provide alternative means of access to the Collection.</b>	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
		Trial new half day service for certificates	Support Services Manager	
<b>B3</b>	<b>Conserve and preserve the NRO Collection</b>	Conserve documents in line with conservation priority scheme	Senior Conservator	Revenue
		Complete first phase of Such Facts .... Richard Bright Project and, if result prove feasibility, apply for Stage 2 funding	Such Facts... Project Manager	Grant Funding
		Strongroom conditions monitored and required environments maintained	Senior Conservator/ Support Services Manager	Revenue
<b>B4</b>	<b>Develop Norfolk's Sound Archives</b>	Complete part of Unlocking Our Sound Heritage in partnership with the British Library	County Archivist	Grant Funding
		Maintain and develop Norfolk Sound Archive collection	Partnership and Development Manager	Revenue
<b>C</b>	<b>Goal: Enable the Norfolk Record Office to continue receiving accessions.</b>			
<b>C1</b>	<b>Create additional space in strongrooms to provide storage for new accessions</b>	Packaging and reorganisation in strong rooms to create additional accrual of space  Target: 30m <sup>3</sup>	Senior Conservator / Support Services Manager	Revenue and Allocated Reserves
<b>C2</b>	<b>Ensure that the Collection remains fit for purpose and relevant</b>	Accessions received and processed in line with NRO standards	Senior Archivist (Collection Management)	Revenue
<b>C3</b>	<b>Create the infrastructure and develop the skills required to deal with digital archives</b>	Develop digital workflow and tools, and train all archivists on its use	Senior Archivist (Collection Management)	Revenue
		Host 'Bridging the Digital Gap' placement	Senior Archivist (Collection Management)	Grant Funding

<b>D</b>	<b>Goal: Enable the discovery of information from archives</b>			
<b>D1</b>	<b>Develop, improve and safeguard descriptive and collection management metadata</b>	<p>Ensure that descriptive and management metadata can be moved to new systems as required</p> <p>Produce business plan for long term sustainability, improvement and interoperability of metadata</p> <p>Co-supervise and support collaborative PhD.</p>	<p>Senior Archivist (Collection Management)</p> <p>Senior Archivist (Collection Management)/ County Archivist</p> <p>County Archivist</p>	<p>Revenue / Reserves</p> <p>Revenue</p> <p>Revenue</p>
<b>E</b>	<b>Goal: Support Norfolk's Archive Ecology</b>			
<b>E1</b>	<b>Develop skills and good practice across the county</b>	<p>Consult with archive groups</p> <p>Development of funding strategy to support skills training following outcome of consultation with community archive / local history and related groups</p>	<p>Partnership and Development Manager</p> <p>Partnership and Development Manager</p>	<p>Revenue/ External Funding</p>
<b>F</b>	<b>Goal: Provide a Sustainable Archive Service</b>			
<b>F1</b>	<b>Increase level of income generation</b>	Provide addition streams of income generation which will result in £30K additional income (Total income generation £220K)	County Archivist	
<b>F2</b>	<b>Support fundraising</b>	Support the continued development of NORAH	Partnership and Development Manager	