

NORFOLK RECORDS COMMITTEE

Date: **Friday, 07 February 2020**
Time: **10:30am**
Venue: **Green Room, Archive Centre, County Hall, Norwich**

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

Membership

Cllr Michael Chenery of Horsbrugh (Chairman)	<i>Substitute: Cllr Brian Iles</i>	Norfolk County Council
Cllr Robert Kybird (Vice-Chairman)		Breckland District Council
Cllr Sally Button		Norwich City Council
Cllr Barry Duffin	<i>Substitute: Cllr Libby Glover</i>	South Norfolk District Council
Cllr Phillip Duigan	<i>Substitute: Cllr Brian Iles</i>	Norfolk County Council
Cllr Virginia Gay		North Norfolk District Council
Cllr Elizabeth Nockolds		King's Lynn & West Norfolk Borough Council
Cllr Grant Nurden	<i>Substitute: Cllr David King</i>	Broadland District Council
Cllr David Rowntree	<i>Substitute: Cllr Mike Sands</i>	Norfolk County Council
Cllr Denise Carlo		Norwich City Council
Cllr Trevor Wainwright		Great Yarmouth Borough Council
Cllr Alan Waters	<i>Substitute: Cllr Marion Maxwell</i>	Norwich City Council

Non-Voting Members

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

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

Hollie Adams on 01603 223 029
or email committees@norfolk.gov.uk

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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 of the Norfolk Records Committee held on 8 November 2019

3. Matters of Urgent Business

4. Members to Declare any Interests

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

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

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

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

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

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

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

5. Finance and Risk Report

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5.1 A report by the Assistant Director, Culture and Heritage

6. Norfolk Record Office Fees and Charges **Page 19**

6.1 A report by the Assistant Director, Culture and Heritage

7. Move of Historic Environment Service to Norfolk Record Office **Page 27**

7.1 A report by the Assistant Director, Culture and Heritage

8. Archives for Wellbeing Network **Page 30**

8.1 A report by the Assistant Director, Culture and Heritage

9. Future Meetings:

Date	Time	Venue
Friday 03 April 2020	10.30	Green Room, NRO, Archive Centre
Friday 03 July 2020	10.30	Green Room, NRO, Archive Centre
Friday 30 October 2020	10.30	Green Room, NRO, Archive Centre

Chris Walton
Head of Democratic Services

County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 29 January 2020



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Norfolk Records Committee

Minutes of the Meeting held at the Norfolk Records Office on 08 November 2019 at the Archive Centre, County Hall

Present:

Norfolk County Council

Cllr Michael Chenery of Horsbrugh (Chairman)
Cllr Phillip Duigan
Cllr David Rowntree

South Norfolk District Council

Cllr Barry Duffin

Broadland District Council

Cllr Grant Nurden

Breckland Council

Cllr Robert Kybird (Vice-Chairman)

Borough Council of King's Lynn & West Norfolk

Cllr Elizabeth Nockolds

North Norfolk District Council

Cllr Virginia Gay

Non-Voting Members

Co-Opted Members

Prof Carole Rawcliffe

Representative of the Norwich Record Society

Dr Alan Metters

Observer

Dr Victor Morgan

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 Alan Steynor, Cllr Trevor Wainwright, Cllr Alan Waters, Cllr Denise Carlo, Cllr Sally Button, The Lady Dannatt
- 1.2 Also absent were Revd Charles Read and Mr Begley

2. Minutes

- 2.1 The minutes of the meeting held on the 5 July 2019 were agreed as an accurate record and signed by the Chairman.
- 2.2 **Matters arising from the minutes**
 - Paragraph 7.1; it was noted that the records had been insured for replacement not "ensured"
 - The County Archivist shared with the Committee that Freda Wilkins-Jones, who had been a colleague at the Norfolk Record Office since 1990 until her retirement had sadly passed away; the Committee wished to formally record their recognition of her contribution to the Norfolk Record Office over this time.
 - The County Archivist and Chairman **AGREED** to write to Freda Wilkins-Jones' family on behalf of the Committee to express their condolences

3. Items of Urgent Business

- 3.1 There were no items of urgent business discussed.

4. Declarations of Interest

- 4.1 The Chairman declared a non-pecuniary interest as a co-opted trustee of NORAH (Norfolk Archives and Heritage Development Foundation)

5. To confirm Appointment of Co-opted Members

- 5.1 The Committee received the report asking them to consider the appointment of the three Co-opted Members and one Observer Member for the period 2019/20
- 5.2.1 Mr Begley, Prof Rawcliffe and Mr Steynor had confirmed that they would like to continue as co-opted members for the following year, 2019-20. Dr Morgan had confirmed that he would like to continue as observer for the following year, 2019-20.
- 5.2.2 Dr Metters had confirmed that he would be continuing as the representative of the Norfolk Record Society for the following year, 2019-20. Confirmation was being sought from Revd Charles Read as to whether he would continue as the representative of the Bishop of Norwich for the following year, 2019-20
- 5.2.3 There was a new custos rotulorum, The Lady Dannatt.
- 5.3 The Committee **APPOINTED:**
- Three Co-opted Members (all without voting rights) for the period 2019/20
 - Mr Michael R Begley
 - Prof Carole Rawcliffe
 - Mr Alan Steynor
 - One Observer Member (without voting rights) for the period 2019/20
 - Dr Victor Morgan

6. Finance and risk

- 6.1 The Committee received the report outlining the Norwich Record Office revenue budget for 2019/20, capital programme and reserves and provisions and an update on the service risk register.
- 6.2 The following points were discussed and noted:
- The County Archivist confirmed that some staff were paid through external grants, obtained to fund specific projects.
 - The Norfolk Record Office was working with other Record Offices to support them with development of digital archiving; there was a future aspiration to work with local authorities on storage of digital records.
 - The County Archivist responded to queries about backup of digital archives; County Council IMT (Information Management Technology) infrastructure was used, which had three levels of storage. Backups were stored offsite for resilience. Data was backed up daily and kept for a set amount of time; fixity would be the next step to look into to ensure resilience of data.
 - The quality of the backup restore process was queried; at that time the Record Office relied on the infrastructure put in place by the Council's IMT service.

- A discussion was held about holding snapshots of data in an external site; the County Archivist noted the need to consider GDPR (Global Data Protection Regulations) if data was stored outside of the UK.

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

1. Forecast position of the revenue budget, capital programme, reserves and provisions
2. Management of risk for 2019/20

7. Norfolk Record Office Accommodation

7.1.1 The Committee received the report reviewing the available options for storing accessions at the record office into the future with each option measured against core objectives and benefits and examining the estimated costs.

7.1.2 The County Archivist introduced the report

- When the Record Office was built it could accommodate 15 years of expansion
- It was now necessary to investigate options for expanding this space; there were approximately 3 years of expansion space left in the strong room
- The archive compliance standards for strong rooms needed to be maintained to ensure the archive accreditation was maintained, which was up for renewal in 2020

7.2 The following points were discussed and noted:

- The Norfolk County Council Art Service promoted work with the arts; for example, aiding groups to seek funding from the Arts Council
- The building had capacity to take the additional weight of extra documents and shelving required for the expansion
- The oldest record in the archive was from 1090 and was digitised
- A small proportion of records were accessed frequently; it was not financially viable to digitise all the documents
- 3-4% of the collection was digitised; these were the documents that were used heavily, however, documents could also be digitised on request of customers
- Professor Rawcliffe suggested that an interactive list of what records were digitised would be helpful; the County Archivist confirmed that digitised records would be recorded in the new online system, Atom, and would look into whether it would be possible to produce a list from this
- A discussion was held about the possible future need to build an extension to the Norfolk Record Office building, which would extend the strong room storage capacity beyond the 9 years which would be achieved through option 2
- For comparison and information, the County Archivist reported that Norfolk Record Office cost £5-6m to build, Cardiff Record Office cost approximately £9m and the Gwent Record Office cost approximately £6m
- The County Archivist reported that the existing Norfolk Record Office building was funded by a Heritage Lottery Fund grant; the application was focussed on the work going on in the building and the outreach work as the Heritage Lottery Fund were not interested in funding just buildings. The chance of securing Lottery funding for an extension to the Record Office would be low. Other external sources may be available, but it would be challenging to fund an extension in this way.
- The 7 years costing of an extension to the building shown in the report was used as a comparison of the finances compared to the other options; if an extension was built, capacity for more years of storage would be required to be a viable option and include other uses for the building.
- Dr Morgan noted that District Councils also had statutory obligations to the Record

- Office and suggested they could be considered as contributors towards funding
- The County Archivist confirmed that if an extension was considered as an option to be taken forward in the coming years, then commercial storage may be considered as part of this
- It was noted that reorganising the storage and additional mobile racking (option 2) would create additional space for the next 9 years, therefore creation of archive space would need revisiting later in the decade; the Vice-Chairman **SUGGESTED** that this should be considered for inclusion in the next forward plan for Norfolk County Council Cabinet or Full Council

7.3 The Committee **APPROVED**:

- Option 2: Reorganization of Storage and Additional Mobile Racking,
- Option 6: Reorganization of Office Space, and
- supported a capital bid to Norfolk County Council to enable this work.

8. Performance Report

8.1.1 The Committee received the report providing information on the Record Office's progress towards its service plan objectives covering the period 1 April to 30 September 2019.

8.1.2 The County Archivist introduced the report:

- Closing the Record Office to the public on a Monday had not shown a large impact on visitor figures
- The new Atom catalogue system had a better search functionality than CALM (the existing online catalogue system)
- It was expected that migration of data from CALM to Atom would be finished by Autumn 2020; there would be an induction for users
- Some of the documents purchased using a grant provided by NORAH (Norfolk Archives and Heritage Development Foundation) were displayed at the back of the room for viewing after the meeting
- Applications would continue to be taken to NORAH by the Record Office for future purchase of documents

8.2 The following points were discussed and noted:

- The Chairman showed the Committee the book "the Norwich Chamberlains' Accounts 1539-40 to 1544-45", edited by Prof. Rawcliffe, which was available at a reduced price to Members of the Norfolk Record Society
- One of the partners supported under "Supporting Norfolk's Archive Ecology" were from outside of Norfolk because they held records related to Norfolk
- The National Archives informed the Norfolk Record Office when documents were coming up for purchase
- There was not staffing resource to contact Parish and other Councils when documents were purchased or received relating to their area
- It was noted that Internal Drainage Board records were useful to environmental scientists; the County Archivist confirmed that various Internal Drainage Board records were held in the Record Office
- Dr Morgan felt that the service had responded positively to the changing landscape of heritage and history and interest in parishes

8.3 The Committee **CONSIDERED and NOTED** performance against the 2019/20 service plan and commented accordingly.

Future Meetings:

Date	Time	Venue
07 February 2020	10:30	Green Room, Archive Centre, County Hall
03 April 2020	10:30	Green Room, Archive Centre, County Hall

The meeting ended at: 11:55

**Cllr Michael Chenery of Horsbrugh,
Chairman of the Committee**



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Norfolk Records Committee

Item No: 5

Decision making report title:	Finance and Risk
Date of meeting:	08 February 2020
Responsible Cabinet Member:	Councillor Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller (Director of Culture and Heritage)
Is this a key decision?	No

Executive Summary

This report covers the NRO revenue budget for 2019/20, capital programme and reserves and provisions. Section 2 provides the Committee with an update on the service risk register.

The main issues for consideration by this Committee are:

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

Recommendations:

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

- 1. Forecast position of the revenue budget, capital programme, reserves and provisions**
- 2. Management of risk for 2019/20**

1. Revenue Budget

- 1.1 The budget for 2019/20 is £799,520 and is summarised in the table below. We are currently forecasting a small overspend.

Service	Current budget £	2019/20 forecast Outturn £	Forecast +Over/- Underspend £
Salary	858,460	943,805	85,345
Premises	3,870	2,460	(1,410)
Travel	2,240	2,410	170
Supplies & Services	47,770	41,528	(6,242)
Support Services	1,090	1,498	408
Capital	271,990	271,990	0
Income	(385,900)	(470,437)	(84,537)
Total	799,520	793,255	(6,265)

1.2 Capital programme

- 1.2.1 At the Full Council meeting in February 2019, Norfolk County Council approved £75,000 of capital funding for the Metadata Migration Management project. This project will allow the NRO to provide the information on its Collection in a way which meets growing user expectations. As well as quantity and quality of data the NRO needs to move towards an authority file, linked data approach to its catalogues. Traditionally, archivists have catalogued records and then created indexes to help locate catalogues. To meet the needs of future users, archivists need to take a more structured approach in effect creating catalogues featuring an assembly of controlled linked data terms.

1.3 Reserves and Provisions

- 1.3.1 The table summarising the position appears below.

Reserves and Provisions	Balances at 01Apr 19	Forecast Balance at 31 Mar 20	Planned Change
	£	£	£
Norfolk Record Office			
Residual Insurance and Lottery Bids	153,584	129,800	(23,784)
Unspent Grants & Contributions Reserve	3,857	3,857	
Service Total	157,441	132,315	(23,784)

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.
 - 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. 2020/21

- 3.1. The current County Council budget proposals for 2020/21 include a further £20,000 increase in the income generation targets for the Norfolk Records office. Also, the capital programme includes proposed investment in new storage equipment and reconfiguration to provide additional office space and capacity for new accessions until 2029. These will be considered by full council on the 17th February.

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

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

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

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



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Risk Number	RM13959					Date of update			17 January 2020		
Risk Name	Loss of or reduction in funding										
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner		Gary Tuson			
Risk Description					Date entered on risk register				31 March 2009		
Loss of or reduction in levels of external funding (including NCC) and income generation, could lead to a reduced capacity to deliver the service, threaten business viability and infringe National Lottery Heritage Fund conditions of grant.											
Original			Current			Target					
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date	
4	5	20	3	5	15	2	3	6	Mar-21	Amber	
Tasks to mitigate the risk											
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											
Progress update											
Income generation to be monitored throughout the year and any shortfalls addressed early											
Additional material for licencing issued 2019											
Additional registration records received December 2019											

Risk Number	RM13963				Date of update			17 January 2020		
Risk Name	Inability to continue collecting archives									
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner		Gary Tuson		
Risk Description					Date entered on risk register			27 February 2014		
The NRO was designed to accommodate 15 years of expansions space starting from 2003. There has also been an increased level of accessions. Actions have been taken to make storage more efficient but this is not a long term solution. There is also the risk that actions to rationalise storage elsewhere in the council will lead to an increased rate of deposit in the NRO.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
2	3	6	3	3	9	3	2	6	Mar-21	Green
Tasks to mitigate the risk										
A capital bid has been submitted to enable new racking to be installed and shelving rationalised. Rates of accumulation will be monitored to establish rate of take of of available space. A plan for a long-term storage solution will be developed four years before capacity is exhausted.										
Progress update										
Additional storage space targets have been met since 2014. Report on Accomodation presented to November 2019 Records Committee										

Appendix 1

Risk Number	RM14164				Date of update			17 January 2020		
Risk Name	Failure to meet growing public expectations on access									
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner		Gary Tuson		
Risk Description					Date entered on risk register			27 February 2014		
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-21	Green
Tasks to mitigate the risk										
Licencing to Family History website										
Long-term strategy includes plans to enhance metadata										
Progress update										
Planning for access to digital images in searchroom under way										
Projects to enhance metadata under way										

Risk Number	RM14165				Date of update			17 January 2020		
Risk Name	Failure to collect, preserve and make accessible new formats of archive									
Portfolio lead	Cllr. Margaret Dewsbury				Risk Owner		Gary Tuson			
Risk Description					Date entered on risk register			27 February 2014		
Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a position to fully managed digital records in line with the OAIS model.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-21	Amber
Tasks to mitigate the risk										
Licencing to Family History website										
Progress update										
Tools for digital preservation have been evaluated										
Tools for digital preservation installed for use by NRO										

Risk Number	RM14167					Date of update		17 January 2020		
Risk Name	Collection at risk through unexpected events									
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner		Gary Tuson		
Risk Description					Date entered on risk register			27 February 2014		
Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
1	5	5	1	5	5	1	5	5	Mar-21	Green
Tasks to mitigate the risk										
• Disaster / emergency plan training to be rolled out										
Progress update										
New starters at Record Office all trained in Emergency Plan procedures This risk needs to be constantly managed.										

Risk Number	RM14291				Date of update				17 January 2020	
Risk Name	Long Term Sustainability of Metadata									
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner		Gary Tuson		
Risk Description					Date entered on risk register				13 June 2017	
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	Mar-21	Amber
Tasks to mitigate the risk										
Project to migrate metadata has now started and 46% of records migrated										
Progress update										
Migration work is under way with approx 33% of records made to comply with international standards and migrated to new system										

Norfolk Records Committee

Item No: 6

Decision making report title:	Norfolk Record Office Fees and Charges
Date of meeting:	7 February 2020
Responsible NCC Cabinet Member:	Cllr Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller (Director of Culture and Heritage)
Is this a key decision?	No
Executive Summary This report details fees and charges at the Norfolk Record Office from 1 April 2020. Recommendations <ul style="list-style-type: none">• To approve the schedule of fees and charges	

1. Background and Purpose

- 1.1. Appendix 1 details a proposed fees and charges schedule for the Norfolk Record Office.
- 1.2. The Record Office works on the basis that access to the documents in the searchroom is free of charge whilst additional and remote services are available for a fee.
- 1.3. A number of charges have not been increased in over four years and these have been increased by around 10%.
- 1.4. Some exceptions have been made to this. The charge for use of digital cameras in the searchroom has not been increased and neither has the charge for bespoke archival boxes. This fits in with Record Office's long-term objectives of ensuring archives are accessible now and in the future, and of supporting Norfolk's archive ecology.

2. Financial Implications

The proposal will result in a small increase in the Record Office's income generation and will help meet additional targets for 2020-21.

3. Other Implications

3.1 Equality Impact Assessment (EqIA)

The NRO still maintains free on-site access so that anyone can access the Collection.

3.2 Sustainability implications

None identified

4. Risk Implications/Assessment

None identified

5. Recommendations

- 5.1**
 - **To approve the schedule of fees and charges**

Officer Contact

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

Officer name: Gary Tuson

Tel No.: 01603 222599

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



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Appendix 1: Norfolk Record Office Fees and Charges

We offer a range of options for supplying copies and are happy to advise, without charge, as to the most suitable method of copying for particular documents. For detailed estimates of costs, however, we will charge for the time taken (see section 6).

Most documents can be copied by at least one method, but a minority of the NRO's holdings, including many architects' drawings of the last century or so, cannot be copied because of copyright and other restrictions.

All prices include VAT at the current rate; postage and packing is extra.

1. Photocopies

Suitable for loose papers and some other documents which readily lie flat and which are no bigger than A3 in size when opened out. **Not suitable** for large documents, pages from bound volumes, documents which are tied, sewn or pinned together in such a way that they would require folding back for copying, multi-membrane rolls or seals.

A4/A3 photocopies from documents per sheet	£2.00
Photocopies of searchroom lists and other searchroom finding aids per sheet	60p
Please see also section 6 (Additional charges which may be applied to orders for copying).	

2. Printout copies from microfilm/fiche

Suitable for documents which are already available as microfilm or microfiche copies. Printout copies can either be supplied by staff or made by visitors to the NRO using a card purchased at NRO Reception. The card operates a self-service reader-printer in the searchroom.

A4/A3 black and white printout copies supplied by the NRO, per sheet	£2.00
Self-service black and white printout copies, per card (each card enables ten copies to be made at 60p per sheet)	£6.00 per printout card
Please see also section 6 (Additional charges which may be applied to orders for copying).	

3. Diazo duplicates of existing microfilm and microfiche

Suitable for documents which are already available as microfilm or microfiche copies and for customers who have access (for film) to a microfilm reader (for 16 mm film, a microfilm reader fitted with a high-magnification lens) or (for fiche) a microfiche

reader. Most diazo duplicates result in a negative image (white writing on a black background).

Duplicate of 16 mm microfilm per reel: minimum charge	£110.00
Each additional film thereafter	£66.00
Duplicate of 35 mm microfilm per reel: minimum charge	£110.00
Each additional film thereafter	£66.00
Please see also section 6 (Additional charges which may be applied to orders for copying).	

4. Facility fee for photography by visitors in the searchroom

Suitable for visitors who have their own cameras and wish to take their own photographs of original documents, microfilms or fiche and reference works in the searchroom.

30-minute permit	£4.00
Photography permit (per day)	£10.50
Photography permit (per week)	£35.00
Photography permit (four-weekly)	£70.00

5. Digital images

Suitable for most types of documents. Supplied as electronic images (normally jpegs) on CD.

Digital photographs	£13.50 for single image. Additional images from the same document will be charged at £2 per image. or £54.00 for hour of work (minimum for work on time charge basis)
Digital images from existing files	£11.00 for first image and £2.00 for each subsequent image
Please see also section 6 (Additional charges which may be applied to orders for copying).	

6. Additional charges which may be applied to orders for copying

In **addition** to the charges listed above, a fee of £54.00 per hour will be applied in the following circumstances:

- if conservation work is required to enable copying, e.g., flattening, removal of pins
- for locating documents or entries not readily identifiable (e.g., by a unique reference number) or for locating large numbers of items or entries
- for preparing detailed estimates of copying charges

7. Copies of sound recordings

Work on time-charge basis	£54.00 per hour (min. charge)
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8. Reproduction, Filming and Broadcast Fees

Prices quoted include VAT

Category	Fee
Filming Facility fee: for filming or TV companies filming, including rostrum photography, within Record Office premises,	£100.00 per hour
Staff Attendance Time	£54.00 per hour
Film/video flash fee, 10 seconds	£100.00

Reproduction Fees

These are charged in addition to any duplication costs.

Category	Fee
Publication per image: For publications of 2000 or less copies For publications of over 2000 copies: One Language Rights World Rights	Copy of publication to be supplied to NRO on request £100.00 £150.00

9. Conservation and Digitization Services

Condition reports, consultation and conservation work	£54.00 per hour (to include travel time) or £325 per day

Bespoke Boxes (900 micron archival grade board. Clamshell opening).	<ul style="list-style-type: none"> • Small (up to 225 x 150 x 70mm) - £8.99 (plus VAT) • Medium (up to 300 x 210 x 100mm) - £10.99 (plus VAT) • Large (up to 575 x 400 x 100mm) – £15.99 (plus VAT) <p>Details of larger sizes, different styles, delivery prices and discounts for bulk orders are available on request.</p>
Digitization Services	£54.00 per hour (min charge)

10. Room Hire at Norfolk Record Office, Norwich

Green Room		
	Half day or evening	Full day
<i>Local Authorities</i>	£100	£140
<i>External</i>	£165	£200
Glass Cube (booked with Green Room)		
<i>Local Authorities</i>	£40	£70
<i>External</i>	£60	£95
Long Gallery (out of normal hours only)		
<i>Local Authorities</i>	£110	£140
<i>External</i>	£140	£210

Where applicable, VAT will be added to these charges. Cancellation of bookings must be made in writing and, in the event of a cancellation, the Record Office reserves the right to make a cancellation charge, at the County Archivist's discretion.

In addition to the above charges, hirers would incur additional charges to cover the actual costs of any breakages or any necessary cleaning.

Catering where required would be arranged by the user direct with Norse or, for booking by external bodies only, NRO administrative staff can also arrange catering with Norse on behalf of the hirer, for a small additional administrative charge.

Where a provisional booking is taken, it must be confirmed by the hirer in writing within twenty-four hours of the booking having been made.

Ordinarily bookings are not accepted more than three weeks in advance and no block bookings are allowed. However, we have now introduced a long-term, in-advance booking fee for all meetings rooms in the Archive Centre.

In-Advance Booking Fee

<i>Local Authorities</i>	£40
<i>External</i>	£55

11. Other fees and charges

Record Searches	A minimum fee of £35 applies for up to 20 minutes searching and a written report. Longer searches and reports will be charged at £54 per hour
Transcriptions, translations and other work on time charge basis.	£54.00 per hour (min. charge) or £325 per day
Copy birth, death and marriage certificates of Norfolk registration records	£11.00 per certificate.
Priority Service	£35.00 Orders available for next day collection or next day despatch by first class post. Orders must be placed by 3pm to qualify. Those placed before the weekend or a bank holiday will be completed the next working day.
Conservation: Condition reports, consultation and conservation work	£54.00 per hour
Motor Vehicle registration search – a one hour search is required and includes a copy if found	£54.00
Certification of facsimile copies of documents, per image (NB does not include creating the facsimile)	£26.50

Certification of transcripts, per 100 words (NB does not include making the transcript)	£26.50
Annual charge for inclusion on Record Searchers' List	£55.00
Certificates (certified copies of entries of baptisms or marriages in church registers held by the NRO)	<p>Baptism certificate: £13.00.</p> <p>Marriage certificate (pre-1837): £13.00.</p> <p>Marriage certificate (post-1837): £9.00. (VAT not applicable to these prices)</p>

VAT

VAT is payable within the UK, and on goods/services supplied to countries within the European Union. It is not payable on supplies made outside the EU. If you require information about non-VAT prices, please contact us.

UK Customers

A minimum charge of £5 applies to orders paid for by cheque. A Norfolk County Council invoice will be issued for orders of £10 or more.

Non-UK Customers

A minimum charge of £10 applies, for which a Norfolk County Council invoice will be issued.

Please note: Sterling Money Orders **cannot** be accepted in payment. However, the NRO is able to accept credit/debit card payments at The Archive Centre.



If you need this leaflet in large print, audio, Braille, alternative format or in a different language, please contact the Norfolk Record Office on 01603 222599 and we will do our best to help.

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Norfolk Records Committee

Item No: 7

Decision making report title:	Move of Historic Environment Service to Norfolk Record Office
Date of meeting:	7 February 2020
Responsible NCC Cabinet Member:	Cllr Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller, Director of Culture & Heritage
Is this a key decision?	No
Executive Summary <p>The Historic Environment Service (HES) is currently based at Gressenhall in unsuitable accommodation. This report provides the rationale for moving part of the HES from its current base to the Norfolk Record Office.</p> Recommendations <ul style="list-style-type: none">• To approve the relocation of the HES from Gressenhall to the Norfolk Record Office.	

1. Background and Purpose

- 1.1. On 22 November 2019, NCC launched a staff consultation on proposed structural changes to the Community and Environmental Service Department. These included a proposal that the Historic Environment Service (HES) vacate their current premises at Gressenhall. This would result in moves of the Historic Environment and Aerial Photographs teams to Norfolk Record Office, the HES advisory service to County Hall and Portable Antiquities to Shirehall in Norwich. All teams would be close enough proximity to be able to continue working together. The consultation closed on 3 January 2020.
- 1.2. Provision for extra staff accommodation was included in the NRO accommodation plans approved at the November meeting of the Norfolk Records Committee. This involves repurposing one of the central work rooms on the first floor of the Record Office as an office and providing new meeting space on the ground floor.
- 1.3. During the consultation period it became apparent that, in addition desk spaces, there was a requirement for storage space in the NRO strong rooms. This would need to accommodate around 45m³ of records and include aerial photographs, site reports, archaeological drawings and maps. There is also a need to accommodate a library currently held at Gressenhall.
- 1.4. The November report to the Norfolk Records Committee laid out plans for increasing the expansion space available in the NRO's strongrooms so that there

would be sufficient room to last until 2029. Moving the Historic Environment archive into the strongrooms would reduce the period space would be available by around 18 months, i.e. to 2027. The library materials would be accommodated within the NRO searchroom on the new publicly accessible roller racking.

- 1.5. The Historic Environment Service would remain under the management of NCC's Environment Service.

2. Evidence and Reasons for Decision

- 2.1. Balanced against the reduction in expansion space for the NRO and the consequent need to seek a long-term solution sooner, are several benefits.
- 2.2. **More Accessible Single Point of Access for the Public**
The NRO recently provided accommodation for the Norfolk and Norwich Archaeological Society library in its searchroom. A similar synergy would be achieved by moving the HES into the building; it would significantly add to the resources available from a single point, both in terms of collections and in staff expertise. Simplifying where public resources are held combined with the good accessibility of the NRO, should significantly increase level of access to the HE archives whilst providing extremely an extremely useful source for existing NRO researchers.
- 2.3. **Improved Preservation of Historic Environment Records**
Currently, the Historic Environment archives are stored in office accommodation at Gressenhall. These important records, especially the large collection of aerial photographs, would be far better preserved if they were stored in the NRO's environmentally controlled, fire-protected, secure strong rooms.
- 2.4. **Financial Savings**
This move would help deliver savings for Community and Environmental Service in 2020-21.

3 Impact of the Proposal

- 3.1 This proposal would require a long-term solution to the NRO's on-site accommodation needs to be addressed around 18 months sooner than originally anticipated with a solution in needing to be in place my mid 2027 or earlier. It would also result in significant benefits to the public by making the HES more accessible. It would also preserve the archives more effectively and provide financial savings.

4. Financial Implications

- 4.1 This proposal is dependent on the success of the capital bid presented to this Committee at its November meeting.

5. Other Implications

N/A

5.1 **Equality Impact Assessment (EqIA)**

This option would make the Historic Environment Service accessible to a wider range of people.

5.2 **Sustainability implications**

Currently, it is difficult to visit the Historic Environment Service without private transport. This move would make it more easily accessible by public transport

6. **Risk Implications/Assessment**

6.1 **N/A**

7. **Recommendations**

- 7.1
- To approve the relocation of the HES from Gressenhall to the Norfolk Record Office.

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: 8

Decision making report title:	Archives for Wellbeing Network
Date of meeting:	7 February 2020
Responsible NCC Cabinet Member:	Cllr Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller, Director of Culture and Heritage
Is this a key decision?	No
Executive Summary <p>In December, the Norfolk Record Office received a grant from the National Archives to set up an Archives for Wellbeing Network centred around the work to establish a string of Change Minds projects across the UK. This report provides members with information on that project.</p> Recommendations <ul style="list-style-type: none">• To note the contents of the report and comment accordingly.	

1. Background and Purpose

- 1.1. Over the last 4 years, the Norfolk Record Office has been working with a locally based charity, the Restoration Trust, to develop and run the Change Minds project. This project uses the archives of St Andrew's Hospital, the former county asylum, as the starting point for a historical research and creativity project aimed at improving the wellbeing of people with mental health problems. A project evaluation by UEA has shown that Change Minds delivers significant wellbeing benefits. Central to the success of this project has been working with additional partners who provide mental wellbeing services in order to ensure that the course is aimed at those who will benefit the most.
- 1.2. There has been a great deal of interest in Change Minds across the UK. In 2018, the NRO held an Archives and Wellbeing Conference which was oversubscribed and attracted a nationwide audience. This was followed by a call for expressions of interest from archives interested in running Change Minds in their area. This resulted in 29 initial responses, with a number of other services registering an interest over the following year. Work on developing these partnerships has continued since then. Projects are currently being developed in Bristol and Gloucestershire; Lancashire and Scotland. A variation on the Change Minds model has also been developed in Norfolk and the partnership has submitted an

application to the National Lottery Heritage Fund. A decision is expected in February.

- 1.3. In November 2019, an application was submitted by the Norfolk Record Office to the National Archives Networks for Change programme. In December 2019, a grant of £14,900 was awarded to cover the costs of setting up and running an Archives for Wellbeing Network for 12 months. This focuses on the work to develop Change Minds.

Archives for Wellbeing Network

- 1.4 The objectives of the Network are to:

- Continue the establishment of regional consortia for delivering Change Minds
- Develop the Change Minds methodology so that it can reach new audiences e.g. ex-service personnel and students with mental health problems
- Prepare and submit funding applications for each of the above
- Gather evaluation data evidencing the impact of sustained interaction with archives on mental wellbeing.
- Share best practice and provide training, including a one-day wellbeing conference in Norfolk.

- 1.5 Eleven organizations have supported the application and will make up the initial membership of the Network:

- Norfolk Record Office
- East Anglian Film Archive
- Surrey History Centre
- Derbyshire Record Office
- Lancashire Archives
- Bethlem Museum of the Mind
- Gwent Archives
- Bristol Archives
- Scottish Council on Archives
- The Restoration Trust
- Royal Irish Academy

- 1.6 The grant will be used to employ a part-time project officer based at the Record Office.

2 Impact of the Proposal

This Network will enable the Record Office to develop its role in supporting wellbeing through archives and to provide leadership for the sector in this important area.

3. Financial Implications

This work will be funded by an external grant

4. Other Implications

N/A

4.1 Equality Impact Assessment (EqIA)

This work is aimed at opening at the benefits of using archives to new audiences who might normally not use the service.

4.2 Sustainability implications

The project board will meet by telephone conference to reduce travel

5. Recommendations

- 5.1
 - To note the contents of the report and comment accordingly.

Officer Contact

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

Officer name: Gary Tuson

Tel No.: 01603 222599

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



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