

# NORFOLK RECORDS COMMITTEE

Date: Friday, 29 October 2021

Time: 10:30am

Venue: Council Chamber, County Hall, Martineau Lane,  
Norwich NR1 2DH

## Membership

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

## Non-Voting Members

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

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

Tim Shaw on 01603 222948  
or email [committees@norfolk.gov.uk](mailto:committees@norfolk.gov.uk)

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[https://www.youtube.com/channel/UCdyUrFjYNPfPq5psa-LFIJA/videos?view=2&live\\_view=502](https://www.youtube.com/channel/UCdyUrFjYNPfPq5psa-LFIJA/videos?view=2&live_view=502)

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

Councillors and Officers attending the meeting will be taking a lateral flow test in advance. They will also be required to wear face masks when they are moving around the room but may remove them once seated. We would like to request that anyone attending the meeting does the same to help make the event safe for all those attending. Information about symptom-free testing is available [here](#).

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

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

**2 Minutes**

**Page 5**

To confirm the minutes of the meeting of the Norfolk Records Committee held on 23 July 2021

**3 Members to Declare any Interests**

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

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

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

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

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

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

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

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

- 5 Finance and Risk** **Page 9**  
Report by the Director of Culture and Heritage

- 6 Performance Report** **Page 18**  
Report by the Director of Culture and Heritage

- 7 Future Meetings:**

<b>28 January 2022</b>	<b>10.30 am</b>
<b>1 April 2022</b>	<b>10.30 am</b>

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

**Date Agenda Published: 21 October 2021**



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## **Norfolk Records Committee**

**Minutes of the Meeting held on 23 July 2021 at 10.30 am at County Hall Norwich**

### **Present:**

#### **Norfolk County Council**

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

#### **Norwich City Council**

Cllr V Thomas

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

Cllr E Nockolds

### **Non-Voting Members**

#### **Representative of the Bishop of Norwich**

Rev'd C Read

#### **Representative of the Norfolk Record Society**

Dr G A Metters

#### **Observer**

Dr V Morgan

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

- 1.1** Apologies for absence were received from Cllr Duffin, Cllr V Gay, Cllr D King, Cllr A Haynes, Cllr R Kybird, Cllr T Wainwright, Cllr A Waters, Mr M Begley, Lady Dannatt, Prof. C Rawcliffe and Mr A Steynor.

### **2. Election of Chair**

- 2.1** Cllr Michael Chenery of Horsbrugh was duly elected for the ensuing year.

(Cllr Michael Chenery of Horsbrugh in the Chair)

### **2.2 The late Cllr David Bradford MBE**

- 2.2.1** The Chair announced the sad passing of Cllr David Bradford MBE who served on this Committee for many years. David died on 1 May 2021. He represented Crome ward on Norwich City Council from 1978 until 2019 and was a well-liked and much valued member of this Committee for many years. David was passionate about helping people and, as a wheelchair user himself, he was always an effective champion for disability rights.

- 2.2.2** The Committee held a minute's silence to remember David.

### **3. Election of Vice-Chair**

- 3.1** Cllr R Kybird (who had given apologies for this meeting) was duly elected Vice-Chair for the ensuing year.

## **4 Minutes**

- 4.1** The minutes of the meeting held on 5 February 2021 were confirmed as an accurate record of the meeting and signed by the Chair.

## **5 Declarations of Interest**

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

## **6 Items of Urgent Business**

- 6.1** There was no urgent business.

## **7 Charges at the Norfolk Record Office**

- 7.1** The Committee received a report that outlined a new system of charging for digital images which would make it easier for remote users to order copies.

- 7.2** The following points were discussed and noted:

- The Norfolk Record Office generated around a third of its running costs through the charges it provides for its services. Around £70,000 of this income came from the issue of certified copies of birth death and marriage certificates, with additional income coming from licencing of images for online use, sale of conservation materials, archival storage and project work.
- The proposed scale of fees and charges for the new scheme for digital images was as set out in paragraph 2 of the report. All other charges for Norfolk Record Office services were last reviewed in 2020 and would remain unchanged.
- The proposed new system of charges for digital images meant that when the Norfolk Record Office was asked to supply digital images it applied a pre-paid charge for remote users covering either completion of the small order or providing samples and an estimate of the costs of completing the work.
- The proposed new system of charging for digital images was in line with that applied for digital images of National Archives.
- Members of the Committee spoke about how the new scheme could improve the delivery process and be more convenient for the user as well as the Norfolk Record Office.

## **7.3 The Committee RESOLVED**

**To adopt to the proposed scale of fees and charges with the new scheme for digital images set out in paragraph 2 of the report.**

## **8 2021-2022 Service Plan**

- 8.1** The Committee received a report that summarised the mission of the Norfolk Record Office and its six long-term strategic aims. The report detailed how each of these aims was being progressed through the 2021- 2022 Service Plan.

## 8.2 The following points were discussed and noted:

- A report on the long-term aims of the Norfolk Record Office was presented to the previous meeting.
- Staff were consulted in January and February of each year about the service plan for the year ahead.
- Amendments to the Public Records Act meant that the NRO, as an official place of deposit for public records (i.e. those of central government bodies such as courts, prison, coastguards and coroners), accepted records 20 years after creation instead of 30 years.
- The programme of forthcoming educational activities included an exhibition in the Long Gallery (from August 2021) produced in partnership with the UEA and the Paston Heritage Society and a series of lectures and workshops (produced both in person and on the internet) aimed at attracting a wide audience. This would be funded by the Lottery.
- The Norfolk Record Office continued to develop and submit funding applications for Change Minds UK in conjunction with the Restoration Trust. The Norfolk Record Office aimed to create a national hub that placed it at the forefront of developments in this field of work.
- The Norfolk Record Office was built to accommodate 15 years of expansion. At the current rate in which documents were being accessioned, the NRO had until 2027 to find a long-term solution. Managerial actions were being taken to make existing storage space more efficient, but this would not provide a long-term solution.
- A long-term solution involved putting together a business case for a sustainable, effective service to be provided from an environmentally friendly building which met the needs of Norfolk in the mid-21st century. Planning for this kind of building was underway and the Committee would be kept informed of developments.
- Members of the Committee spoke about how changes to the Registration of Marriage Regulations had resulted in the closure of hundreds of marriage registers and their transfer to the NRO.
- It was noted that Churches no longer kept marriage registers and Church of England clergy were encouraged to deposit their remaining marriage records with the NRO.
- The Anglican Diocese of Norwich was not coterminous with the county of Norfolk. The implications of this anomaly for the storage of marriage registers was the subject of discussion with neighbouring county record offices and did not present a difficulty when records were digitized.
- To meet the ritual needs of those getting married, some private publishers were selling bound marriage books for signature during the marriage service. While these books had no legal status, they might be of interest to the NRO of the future.
- Work on the migration and collection of metadata to improve its long-term sustainability and future use continued to take place. The authority files within metadata provided specific access points and were being developed as part of a new way of working with data.

## 8.3 The Committee **RESOLVED**

**To approve the adoption of the 2021 -2022 Service Plan for the Norfolk Record Office.**

## **9 Future Meetings**

### **9.1 The dates of future meetings were noted:**

**29 October 2021 10.30 am**  
**28 January 2022 10.30 am**  
**1 April 2022 10.30 am**

## **10 Mr Michael Begley**

### **10.1 The Chair said that Mr Michael Begley had decided to retire from the Committee after many years of service.**

### **10.2 Mr Begley had emailed to say that he regarded the joint committees for Records and Museums as one of the great success stories in the county administration. He was co-opted on to the Joint Museums Committee shortly after it was set up in 1974/5. He did not recall exactly the year when he joined the Records Committee, but it was before the fire when the Records Committee met in the Shirehall. What followed were momentous years, but after the evacuation of the old Record Office, the setting up of the temporary office in Anglia Square, the search for a new site, first up at the university, and finally the adaptation and new building at County Hall the Records Committee achieved one of the finest record offices in the UK with a staff and a standard of service of outstanding quality. Mr Begley was pleased to be associated with the achievements of the joint committees.**

### **10.3 It was agreed that the Chair and County Archivist should provide Mr Begley with a suitable memento of his time with the Committee.**

The meeting concluded at 11.20 am.

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



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# Norfolk Records Committee

Item No:5

<b>Decision making report title:</b>	<b>Finance and Risk</b>
<b>Date of meeting:</b>	<b>29 October 2021</b>
<b>Responsible Cabinet Member:</b>	<b>Councillor Margaret Dewsbury (Cabinet Member for Communities and Partnerships)</b>
<b>Responsible Director:</b>	<b>Steve Miller (Director of Culture and Heritage)</b>
<b>Is this a key decision?</b>	<b>No</b>
<p><b>Executive Summary</b></p> <p>This report covers the NRO revenue budget for 2021/22, capital programme and reserves and provisions. Section 2 provides the Committee with an update on the service risk register.</p> <p>The main issues for consideration by this Committee are:</p> <ul style="list-style-type: none"> <li>• Progress with NRO Revenue budgets, capital programme and Reserves and Provisions indicates that the service is forecasting a balanced position.</li> <li>• Progress with risk management for NRO.</li> </ul> <p><b>Recommendations</b></p> <ol style="list-style-type: none"> <li>1. To forecast position of the revenue budget, capital programme, reserves and provisions</li> <li>2. To consider and comment on management of risk for 2021/22</li> </ol>	

## 1. Revenue Budget

- 1.1. The net revenue budget for 2021/22 is £604,370 and is summarised in the table below. We are currently forecasting a balanced position.

Service	Current budget £	2021/22 forecast Outturn £	Forecast +Over/- Underspend £
Salary	978,480	997,025	18,545
Premises	3,960	5,303	1,343
Travel	2,240	2,853	613
Supplies & Services	47,870	81,306	33,436
Support Services	27,430	27,505	75
Capital	272,070	272,070	0
<b>Income</b>			
Grant Income	(303,420)	(348,182)	(44,762)
Sales fees and Charges	(222,530)	(231,752)	(9,222)
Other Income	(201,730)	(201,758)	(28)
<b>Total</b>	<b>604,370</b>	<b>604,370</b>	<b>0</b>

- 1.1.1. As reflected in the table above, the additional expenditure is covered by new grant income, due to the timing of the award of the funding neither the Income or expenditure were reflected at the time of setting the budget.

## 1.2. Capital programme

- 1.2.1. Capital funding supports the work of the service and helps deliver vital project, the current programme is reflected in the table below.

1.2.2.

	2021-22	2022-23	2023-24+	Total funding
Accommodation longevity	£162,250			£162,250
Collection Management	£88,000	£88,000	£88,000	£264,000
NRO 2050 Vision	£80,000	£80,000	£80,000	£240,000
Metadata Migration Project	£12,405			£12,405
<b>Total Programme</b>	<b>£342,685</b>	<b>£168,000</b>	<b>£168,000</b>	<b>£678,655</b>

### 1.3. Reserves and Provisions

1.3.1. The table summarising the position appears below.

Reserves and Provisions	Balances at 01Apr 21	Forecast Balance at 31 Mar 22	Planned Change
	£	£	£
<b>Norfolk Record Office</b>			
Residual Insurance and Lottery Bids	80,886	33,716	47,170
Unspent Grants & Contributions Reserve	49,618	49,618	
Service Total	130,504	83,334	

## 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 five key risks, two of which have been mitigated to 'medium' level, two of which are currently assessed as a 'medium' level risk, and three as 'low'.
- 2.3. All risks are being well managed. One of the risks is assessed as being met and is shown as green but it, as it relates to emergency preparedness, remains on the risk register.
- 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': Income levels are returning to pre-pandemic levels and the NRO is on course to meeting its income generation targets this year. Actions are also being taken to increase future revenue.
- 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. In the short term, this risk has been alleviated by the recently installation of new racking.
- 2.4.3. For RM14164 'Failure to meet growing public expectations on access': Although Covid related restrictions are still in place, access to the searchroom is

becoming easier and new procedures were introduced in October. Substantial amounts of catalogue information have been added in the past three months.

- 2.4.4. For RM14165 'Failure to collect, preserve and make accessible new formats of archive': The NRO continues to develop its digital preservation work with work to enhance digital preservation and storage of digital assets planning in the coming year.
- 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. This risk is classed as 'Met' but will continue to be reviewed and remains on the risk register.

### **3. Issues, risks and innovation**

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

### **4. Background Papers**

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

### **Officer Contact**

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

<b>Officer name:</b>	<b>Andrew Skiggs</b>	<b>Tel No.:</b>	<b>01603 223144</b>
<b>Email address:</b>	<a href="mailto:andrew.skiggs@norfolk.gov.uk">andrew.skiggs@norfolk.gov.uk</a>		
<b>Officer name:</b>	<b>Gary Tuson</b>	<b>Tel No.:</b>	<b>01603 222003</b>
<b>Email address:</b>	<a href="mailto:gary.tuson@norfolk.gov.uk">gary.tuson@norfolk.gov.uk</a>		



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<b>Risk Number</b>	RM13959				<b>Date of update</b>			25 January 2021		
<b>Risk Name</b>	Loss of or reduction in funding									
<b>Portfolio lead</b>	Cllr. Margaret Dewsbury				<b>Risk Owner</b>		Gary Tuson			
<b>Risk Description</b>					<b>Date entered on risk register</b>			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.										
<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	5	3	15	4	3	12	Mar-22	Amber
<b>Tasks to mitigate the risk</b>										
Covid-19 has had a significant impact on income generation in a number of areas. NCC are aware of this and taking it into account in their overall budget planning.										
<b>Progress update</b>										
Central government grants being applied for to cover the impact of failing to meet income generation targets										
Plans to support increase in income generation included in 2021-22 planning										

<b>Risk Number</b>	RM13963					<b>Date of update</b>		25 January 2021		
<b>Risk Name</b>	Inability to continue collecting archives									
<b>Portfolio lead</b>	Cllr. Margaret Dewsbury					<b>Risk Owner</b>		Gary Tuson		
<b>Risk Description</b>					<b>Date entered on risk register</b>			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.										
<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	4	3	12	3	2	6	Mar-22	Green
<b>Tasks to mitigate the risk</b>										
Work on reorganization of space was delayed in 2020 but has resumed in 2021.										
Work on specifying long-term storage needs started										
<b>Progress update</b>										
Part of the new shelving system has been installed and the a supplier has been appointed for the remaining shelves. Installation due in early August										
Increased rate of accumulation due to the changes to Marriage Regulations.										

<b>Risk Number</b>	RM14164			<b>Date of update</b>			25 January 2021			
<b>Risk Name</b>	Failure to meet growing public expectations on access									
<b>Portfolio lead</b>	Cllr. Margaret Dewsbury				<b>Risk Owner</b>		Gary Tuson			
<b>Risk Description</b>				<b>Date entered on risk register</b>				27 February 2014		
Public are not able to access collections as easily as they expect through modern technologies										
<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
3	3	9	4	4	16	3	3	9	Mar-22	Green
<b>Tasks to mitigate the risk</b>										
Enhancement of metadata in selected areas										
Restricted access due to need for social distancing is reducing access to collections										
<b>Progress update</b>										
Searchroom reopened in-line with Covid risk assessment										
Import of data into new system ongoing										

<b>Risk Number</b>	RM14165			<b>Date of update</b>			25 January 2021			
<b>Risk Name</b>	Failure to collect, preserve and make accessible new formats of archive									
<b>Portfolio lead</b>	Cllr. Margaret Dewsbury				<b>Risk Owner</b>		Gary Tuson			
<b>Risk Description</b>				<b>Date entered on risk register</b>			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.										
<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-22	Amber
<b>Tasks to mitigate the risk</b>										
Procedures and tools in place to enable digital deposits to be ingested and managed										
<b>Progress update</b>										
Staff training continuing										



<b>Risk Number</b>	RM14167				<b>Date of update</b>			25 January 2021		
<b>Risk Name</b>	Collection at risk through unexpected events									
<b>Portfolio lead</b>	Cllr. Margaret Dewsbury					<b>Risk Owner</b>		Gary Tuson		
<b>Risk Description</b>					<b>Date entered on risk register</b>			27 February 2014		
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-22	Green
<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.										

# Norfolk Records Committee

Item No:6

**Report Title: Performance Report**

**Date of Meeting: 29 October 2021**

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

**Responsible Director: Steve Miller**

**Is this a Key Decision? No**

**Executive Summary / Introduction from Cabinet Member**

## **Recommendations:**

**That Committee:**

- 1. Note the contents of the report and comment accordingly**
- 2. Approve the continued implementation of the Record Office Service Plan**

## **1. Background and Purpose**

- 1.1 This report outlines progress towards delivering the Norfolk Record Office (NRO) Service Plan between 1 April 2021 and 30 September 2021.

## **2. Proposal**

**That Committee:**

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

## **3. Evidence and Reasons for Decision**

- 3.1 Aim: Enable New Audiences to Benefit from the Use of Archives

3.2 During this period the Record Office has moved from delivering engagement activities entirely online to providing a mixture of in-person, online and hybrid activities. This has enabled the NRO to attract new audiences from far and wide, allowed speakers to deliver talks from as far as the United States, and local people to attend events without having to travel to Norwich.

### 3.3 E&O Events

3.4 Between April and September staff ran a total of 73 events attended by 1,674 people (181 in person and 1,493 online). Our Heritage Open Days (HODs) events were a mixture of online and in-person workshops, talks and displays. For the first time this included an event run on an external application; our HODs Archive Ambulation was hosted on the GeoTourist app. Over the ten days 317 people accessed the walk via this app.

3.5 In August, the first in-person children's activities for nearly 18 months took place. These were held in conjunction with Norfolk Museums Service and Norfolk Libraries and Information Service. 137 children and family members took part in the activities offered over the two days.

### 3.6 Schools Work

3.6 We continued to deliver online workshops to schools during the remainder of the 2020/21 academic year. From the start of the 2021/22 academic year, we re-introduced in-person workshops back to our schools offer. The programme and lesson plans were completely redesigned to demonstrate the different activities available depending on whether the workshop takes place online, in The Record Office or in the classroom.

3.7 Overall, 12 online workshops were delivered during the summer term 2021. Through these, we taught 374 pupils about their local history, the history of refugees coming to Norfolk and the science of sound. A further 5 in-person workshops took place during the start of Autumn 2021 to a total of 169 pupils.

3.8 In partnership with staff from the Unlocking our Sound Heritage project we helped to develop a workshop looking at the science of sound. This workshop was trialled with a local primary school during their science fortnight.

3.9 We also worked with the Paston Heritage Society to create two new workshops - Defending the Castle and Tudor Shopping. These were launched in the Autumn Term 2021 and activities from each have taken place during this term.

### 3.10 Paston Exhibition

- 3.11 In August, Finding Paston Footprints: 400 Years of Norfolk Life opened at the Norfolk Record Office. This exhibition explores the Paston family story from 14<sup>th</sup> century, when the family's fortunes were on the rise, to the 18<sup>th</sup> century, when they were in sharp decline. Although visitor numbers have been lower than would normally be the case, an outstanding series of talks, workshops and courses is underway. All of this has been delivered in partnership with the Paston Heritage Society and the University of East Anglia as part of the National Lottery Heritage Fund supported Paston Footprints project.

### 3.12 Change Minds: Dr Hills' Casebook

- 3.13 During the pandemic, the latest iteration of Change Minds: Dr Hills' Casebook, has been delivered. Change Minds is a partnership between the NRO and the Restoration Trust which runs courses combining archive research and creativity to improve the mental wellbeing of those who experience problems. This latest iteration was delivered in partnership with the UpShoot Theatre Company and the Broadland and South Norfolk Community Connectors, with funding coming from the National Lottery and NORAH.
- 3.14 The project was a variation on the Change Minds model. The usual research element was undertaken – including a virtual tour around the NRO, but the creative element was different: a writer and professional actors were employed to deliver a play based on the group's research. Originally planned as a travelling theatre production, instead the play was filmed and broadcast online. The whole play and videos about its production can be seen at <https://tinyurl.com/5ueteu44>

### 3.15 Volunteers

- 3.16 The onsite volunteer programme was suspended in March 2020, we plan to resume some of the projects again in November.
- 3.17 Since November 2020, six volunteers have been transcribing Great Yarmouth birth indexes from home, using digitized images. This will add to our database of birth entries, which staff can search electronically to help improve efficiency when producing birth certificates.

#### 4.1 Aim: Ensure Archives are Accessible Now and in the Future

##### 4.1 On-Site Access

The NRO Searchroom reopened to the public on 13 April, providing a limited service. There is a morning and afternoon session each day, with lunchtime closure to enable cleaning of touch surfaces in the searchroom. Tables and documents need to be booked in advance and there has been limited access to the other resources.

- 4.2 In October, the NRO will be opening up the searchroom more, with an advanced booking session in the morning and, following a lunchtime closure, open access in the afternoon for up to ten people. Restriction on the use of library items and IT will also be lifted.

##### 4.3 Preservation

##### 4.4 Strongroom Survey

To help determine future preservation needs, a preservation survey has been devised to help understand the overall physical makeup of the collection. This is around a series of different archive substrates and formats – parchment, lead inks, paper, black and white photographs etc – each of which has different environmental needs. This will enable us to form an evidenced picture of storage needs so that we can devise the most efficient way of accommodating them.

##### 4.5 Conservation Priority / External Work Undertaken

- 4.6 Conservation treatments have been completed on John Remington Mills; Calverley Estate, Tunbridge Wells (ref: HIL 1/341/1-15). The documents include an Abstract of Title from 1749 and lithograph plans of the Estate, from the 1860s. This has enabled digitisation to be undertaken for a customer.
- 4.7 A second order of boxes has been made for Nottingham University Special Collection and boxes have been made for Holkham Hall Archive.

5.1 Aim: Enable the Norfolk Record Office to continue receiving accessions

5.2 Accessions

5.3 During this period the Norfolk Record Office has received 126 accessions. One of these consists of multiple accessions: ACC 2021/11, Marriage Registers received from Authorised Persons in Norfolk.

5.4 A full list of accessions is contained in an appendix to this report. Some accessions of particular note are:

- ACC 2021/7: Records of Earlham Nursery School; 1939-2016
- ACC 2021/82: Papers of Dr Richard Bright; c 1800s-c 1900s
- ACC 2021/92: Ancient Order of Foresters, Court of the Bear records; 1885-1939
- ACC 2021/104: The University of East Anglia electroacoustic music studio: late 20th century
- ACC 2021/108: Letters home from Horace Howlett of Beeston St Andrew, a Mormon travelling to Salt Lake City; Apr-Jun 1854

5.5 Changes to Strongrooms

Work is now complete on the installation of new shelving in one of the NRO strong rooms. This is the second phase of recent shelving works – the first being to provide shelving to accommodate the Historical Environment Record. It will make better use of space, thereby extending the useful life of the strong rooms.

6.1 Aim: Enable the discovery of information from archives

6.2 During the periods of lockdown, staff worked on digitized collections with the aim of producing catalogue entries at a transactional level. Producing detailed catalogue entries for selected collections provides staff with opportunities to develop their data construction, data import and palaeography skills.

6.3 BR 401: Ireland Arnold Keys

Fourteen volumes of sale particulars have been catalogued resulting in 1044 new entries, each linking the land described to: place and name authority records.

6.4 By way of an example, take the catalogue entry for BR 401/1/1 folio 107. As well as describing the sale of small holding and shares, it links to a

- Place Access Point for 'Barney, Norfolk'; which in turn links to 226 other records throughout the catalogue
- Name Access Point for the 'West Norfolk Farmers Manure Company Ltd.', which links to a record with further information on the company (including a link to the Name Authority File for its successor: the West Norfolk Fertilisers and Chemical Co-Operative Co.Ltd.) and 20 other records
- Genre Access Point for Sale Particulars which links to 11,391 other records

#### 6.5 DN/DEP: Norwich Diocese Consistory Court Deposition Books

Six consistory court deposition books have been catalogued, with 2045 entries added. Each cause is now described with information linking to Subject Access Points for the type of cause (e.g., marriage, inheritance, tithe, libel and slander); Place Access Point for where the location to which the cause relates; Name Access Points for those involved both as defendant and deponent, Genre Access Points identifying the record as a deposition.

#### 6.6 SAH: St Andrews's Hospital Case Books

Sixteen case books from St Andrew's Hospital the Norfolk County Asylum have been catalogued, with 3329 new records added. These entries contain details of each patient with Access Point links to names and places and a Genre Access Point link to 'Patient Case Records'

### 7.1 Aim: Support Norfolk's Archive Ecology

#### 7.2 Community Archives: Skills, Support and Sustainability Project

7.3 The Community Archives: Skills, Support and Sustainability project has, as its name suggests, continued to provide training and assistance. The project, funded by the National Lottery Heritage Fund, provides training events and resources which are accessible to anyone, and direct support to partner organizations, of which to date there have been 21. These are divided into a series of 3-month cohorts, enabling the project team to work intensively with each group over a series of one-to-one meetings. The training and support cover collection documentation, cataloguing, preservation, oral history work, digitization and engagement. Due to lockdown and social distancing restrictions, all initial contact with the groups was undertaken remotely via video conferencing software. However, with the relaxation of restrictions and revised NCC Covid guidelines, the team has started to visit groups in person.

7.4 Training sessions have been provided on various aspects of archive work so that any community group can benefit and become better able to manage,

preserve and open up its collections. So far, the project has delivered 26 sessions attended by 233 from project partners and from other interested groups inside Norfolk and beyond – in one case from Uganda.

- 7.5 The project has also produced an on-line Community Archives Toolkit - <https://www.archives.norfolk.gov.uk/community-archives> - hosted on the NRO website. This training and reference resource provides practical guidance on archive procedures; downloadable resources, such as cataloguing templates; and links to videos of training sessions on the NRO's YouTube channel. To date, the videos have been viewed 471 times.
  - 7.6 The team promotes and monitors the Norfolk Archives Network Forum, an online message board where groups can keep in touch, let each other know about training opportunities, resources and events, and ask for advice about their collections. The teams also regularly host remote 'social meetings', where groups can meet each other online and discuss their projects.
  - 7.7 The project has now received permission from the Lottery to use an underspend to extend the project for 3 months. This will enable a seventh cohort of community archives to be added, visits made to groups who could only be supported remotely, and expansion of the training resources to cover collecting oral histories and digital resources relating to the pandemic.
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- 8.1 Aim: Provide an Environmentally and Economically Sustainable Archive Service
  - 8.2 Past-Forward
  - 8.3 The Norfolk Record Office has been working with other archives in the East of England to offer its professional services to the wider archive community. It received a grant from The National Archives to promote the paid services available from a network of archives; services which can enhance, and support projects being planned by community archives and other groups. These include training, digitization, oral history support, accessioning, conservation, interpretive planning, exhibitions, talks and help with project planning. And covers all kinds of archives: paper, sound, film and digital. The service provided by the network is promoted under the brand Past-Forward and through a website – [www.past-forward.co.uk](http://www.past-forward.co.uk).



## 9 Other Implications

### 9.1 Equality Impact Assessment (EqIA):

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

### 9.2 Data Protection Impact Assessments (DPIA):

No data defined as special category data under the UK GDPR which relates to living people is included in the work detailed in this report. Information about a deceased person does not constitute personal data and therefore is not subject to the UK GDPR.

### 9.3 Health and Safety implications:

All changes to public access are subject to risk assessment process

### 9.4 Sustainability implications (where appropriate):

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

## 10 Recommendations

That Committee:

10.1 Note the contents of the report and comment accordingly

10.2 Approve the continued implementation of the Record Office Service Plan

### Officer Contact

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

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

## Appendix

### Accessions, 1 April 2021-30 September 2021

An asterisk denotes a purchase.

ACC 2021/1	Copy Charity Commission Scheme for Dade and Franklin Charities, Shelfanger	1889
ACC 2021/2	Register of burials, possibly for municipal cemetery, Sheringham Urban District Council	1922
ACC 2021/3	Apprenticeship indenture of James Frederick Gardiner	1883
ACC 2021/4	Copy of 1769 survey of Blakeney	1927
ACC 2021/5	Embroiderers' Guild Norwich Branch newsletters	1983-2014
ACC 2021/6	'Journey from Susa' portfolio	2008-2009
ACC 2021/7	Palmers department store additional records	1900-2000
ACC 2021/8	Map of Attleborough	nd [early 19th century]
ACC 2021/9	Stalham Avicultural Society	1940s-2021
ACC 2021/10	Swanton Morley Copyhold indenture	1844
ACC 2021/11	Norfolk Registration Service Marriage Registers (over 300 registers received from Authorised Persons in Norfolk)	19th century-20th century
ACC 2021/12	Hethersett National School Managers' Minute Book	1903-1950
ACC 2021/13	Records of Mitford and Launditch RDC	20th century
ACC 2021/14	Records of Great Dunham parish council	1953-2015
ACC 2021/15	BBC Radio Norfolk old car rally correspondence and programmes	1981-2000
ACC 2021/16	BBC Radio Norfolk 'Air-Line' programme diaries and correspondence	1983-1986
ACC 2021/17	Princes Street URC (additional)	1819-2020
ACC 2021/18	St Giles, Norwich, Ecclesiastical Parish records additional	2018-2019
ACC 2021/19	St Margaret's Old Catton Ecclesiastical Parish records (additional)	2007-2021

ACC 2021/20	Additional records of Lingwood, Strumpshaw, Hassingham and South Burlingham ecclesiastical parishes	1922-2010
ACC 2021/21	Wootton map and deed	1682-1911
ACC 2021/22	Condolences received by NCC on the death on 9 April 2021 of HRH The Duke of Edinburgh	2021
ACC 2021/23	Abstract of Title of freehold parts of an estate in Winterton belonging to John Green decd	1859
ACC 2021/24	Bramerton Parish Council records	1893-2011
ACC 2021/25	Additional ecclesiastical parish records of Redenhall with Scole Benefice	1968-2020
ACC 2021/26	Heartsease Ecclesiastical Parish Records	1994-2019
ACC 2021/27	Freedom certificate of John Carmichael	1782
ACC 2021/28	Deeds relating to properties in South Norfolk	17th century-21st century
ACC 2021/29	Drayton Ecclesiastical Parish records (additional)	2008-2020
ACC 2021/30	Records relating to Jessie and Tom Griffiths	1940-1970
ACC 2021/31	Norwich Writers' Circle records	1983-2020
ACC 2021/32	Chedgrave Parish Council records (additional)	1975-2014
ACC 2021/33*	Plan of the Bishop's Palace grounds, Norwich	nd [c 1856]
ACC 2021/34	Acle and Bure to Yare (Benefice), Church of England, records	1981-2020
ACC 2021/35	Thetford Methodist Chapel (Tanner Street) records	1902-2019
ACC 2021/36	North Norfolk Constituency Labour Party (NNCLP) additional records	c 1976-1999
ACC 2021/37	Papers of David and Diana Russell	c 2018-2019
ACC 2021/38	Ecclesiastical parish of Carlton Colville and Ecclesiastical parish of Mutford St Andrew additional records	1969-2019
ACC 2021/39	Coastal Group Of Parishes Marriage registers (ecclesiastical parish copies)	1999-2020
ACC 2021/40	Runton Parish Council minute books	1968-2011
ACC 2021/41	Hempton Ecclesiastical Parish registers and stock	1999-2020
ACC 2021/42	Creakes Benefice	1889-2021

ACC 2021/43	St Mary Magdalene with St James the Great with Pockthorpe Ecclesiastical Parish records (additional)	Oct 1987-Aug 1993
ACC 2021/44	Family papers of Brian and Jane Pearce	1970-2002
ACC 2021/45	Deeds relating to Old Catton	1841-1890
ACC 2021/46	Indenture. Exors of William Walpole of Stratton St Mary, gent., to William Crane of Stratton St Michael and Rebecca his wife, and Robert Field of Stratton St Mary, cabinet maker.	6 Feb 1829
ACC 2021/47	Business records of Heatrae Sadia, Norwich	1920s-2020
ACC 2021/48	Cringleford Ecclesiastical Parish records additional	2003-2019
ACC 2021/49	Kenninghall Ecclesiastical Parish records (additional)	1973-2014
ACC 2021/50	Sheringham Town Council records	1973-2009
ACC 2021/51	Copies of 'Wensum Diary'	Feb 2017-Jun 2021
ACC 2021/52	Ernest Hatch's personal diary while in Turkey, and an unrelated photograph of the Rowland sisters at 51 Bracondale, Norwich	c 1937-1944
ACC 2021/53	Wilby ecclesiastical parish additional records	c 1940s-2015
ACC 2021/54	Rackheath Parish Council minutes	2006-2019
ACC 2021/55	Thurton Parish Council	1976-2012
ACC 2021/56	Ashwellthorpe and Fundenhall Parish Council	2004-2012
ACC 2021/57	Records of Diss Methodist Circuit and its churches	1806-2008
ACC 2021/58	Deeds to house and land at Scarning and Gressenhall	1732-1757
ACC 2021/59	Soroptimist International King's Lynn additional	1992-2015
ACC 2021/60	Methodist Records (additional)	1818-2018
ACC 2021/61	District medical officers' relief order books for Guiltcross and Thetford poor law unions	1896-1912
ACC 2021/62	Papers relating to Sir John Fenn of East Dereham	1756-1790
ACC 2021/63	Bressingham Parish Council additional	1894-2019
ACC 2021/64	Records of Archie Rice	1920s-1970s
ACC 2021/65	North Elmham Parish Council additional records	2013-2016

ACC 2021/66	Gillingham Parish Council	1894-2018
ACC 2021/67	Surrey Chapel additional	1972-2005
ACC 2021/68	Records of Geldeston Parish Council	1926-2016
ACC 2021/69	NADFAS: Gaywood (St Faith's)	2019
ACC 2021/70	Arts Society furnishings report for Sedgeford church	2021
ACC 2021/71	Records of Earlham Nursery School	1939-2016
ACC 2021/72	Minutes of Mattishall Parish Council	2001-2006
ACC 2021/73	Records of the Osborn Springfield Trusts	1893-1922
ACC 2021/74	Records of the Friends of St Benet's Abbey	2018-2021
ACC 2021/75	Norwich Diocesan Registry records (additional)	20th century- 21st century
ACC 2021/76	Wilson Compton Associates	fl2000-2019
ACC 2021/77	Records of closed WI branches	1926-2013
ACC 2021/78	Papers of Edward G. Masterson of Great Yarmouth	1922-1952
ACC 2021/79	Additional Weston Longville ecclesiastical parish records	Nov 1877-May 2019
ACC 2021/80	Steward and Patteson Darts League photographs	1947-1948
ACC 2021/81	Sedgeford Primary School log books	1898-1994
ACC 2021/82	Papers of Dr Richard Bright	c 1800s-c 1900s
ACC 2021/83	Title deeds of property belonging to the Norris family in Norwich	1714-1907
ACC 2021/84	Ann Ridler Collection (additional)	20th century
ACC 2021/85	Heigham Holy Trinity baptism register	1952-2020
ACC 2021/86	Records of Lakenham United Reformed Church, Martineau Lane, Norwich	1967-1991
ACC 2021/87	Records of Wells United Charities	1844-2020
ACC 2021/88	Parish records of Pakefield	1965-2021
ACC 2021/89	Diss Methodist Circuit Records (additional)	1800s-1900s
ACC 2021/90	Norfolk Tradesman's bills	1906-1910
ACC 2021/91	Albert Lodge No. 4320 records	1921-2014

ACC 2021/92	Ancient Order of Foresters: Court of the Bear records	1885-1939
ACC 2021/93	Records of Norfolk Deaf Association	1928-1987
ACC 2021/94	Burgh St Peter additional records	1989-2019
ACC 2021/95	Papers relating to Norwich Electric Tramway	1902
ACC 2021/96	Parish records of St. Margaret's, St Peters, Lowestoft, and Oulton Community Church	1883-2019
ACC 2021/97	Audio recordings of Michael Burton of Dereham	c 1970-c 2000
ACC 2021/98	Records of the Eglington and George Families	19th century-20th century
ACC 2021/99	Workers Educational Association- Blofield branch records	1950s-2015
ACC 2021/100	Records of Cromer Sea Angling Club	1963-1981
ACC 2021/101	Logbook of Larkman Secondary later the Henderson School later Bowthorpe High School	1939-1981
ACC 2021/102	Richard N Flowers' daily weather records, Brundall	1977-2014
ACC 2021/103	Richard N Flowers Photographic Stills archive	1960s-2009
ACC 2021/104	The University of East Anglia electroacoustic music studio	late 20th century
ACC 2021/105	Records of Martham Charities and a farm in Martham	1850-1960
ACC 2021/106	Allens Cadge and Gilbert Solicitors (additional) records	18th century-20th century
ACC 2021/107	Genealogical tree of the Stockings (Stockens, Stockins) family of Mendham, Redenhall with Harleston, Blofield, Norwich etc.	20th century
ACC 2021/108	Letters home from Mormon, Horace Howlett of Beeston St Andrew, travelling to Salt Lake City	Apr-Jun 1854
ACC 2021/109	Hardingham Parish Council records (additional)	1985-1988
ACC 2021/110	Photographs relating to Turner Road and Newmarket Road Childrens' homes in Norwich	1952
ACC 2021/111	Southrepps Commons Trust records	2004-2019
ACC 2021/112	Will of Henry Wayte of Tittleshall	14 Oct 1566
ACC 2021/113	Middleton-Womack marriage settlement deeds and papers, being additional solicitor's papers from William Forster of Aylsham	1880-1893

ACC 2021/114	Papers relating to the acquisition of printing presses by the Norfolk News Company and the Eastern Daily Press	1901-1908
ACC 2021/115	'Heart of Norfolk' magazine	1989-2021
ACC 2021/116	Yare Valley Society records	1989-2021
ACC 2021/117	Yare Valley Action Group records	c 1987-1989
ACC 2021/118	Great Yarmouth Deeds	1684-1964
ACC 2021/119	Title deeds to several properties in Great Yarmouth	1780-1999
ACC 2021/120	Rollesby Hall inventories	1936-1992
ACC 2021/121	Mills and Reeve's Client's Papers	17th century-19th century
ACC 2021/122	King's Lynn Festival Chorus records	1979-2015
ACC 2021/123	Records of several parish councils	c 1970-2019
ACC 2021/124	Marketing details (sale particulars and letting information) for retail shops in Norwich	c 1992-c 2010
ACC 2021/125	Additional annual journals of the Nurses League	2020-2021
ACC 2021/126	Norfolk Archaeological Trust Minute books	2013-2018