

# Norfolk Records Committee

<b>Report title:</b>	<b>Service Changes at Norfolk Record Office</b>
<b>Date of meeting:</b>	<b>11 January 2019</b>
<b>Responsible Officer:</b>	<b>Steve Miller – Assistant Director, Culture and Heritage</b>
<b>Strategic impact</b>	

## Executive summary

The Norfolk Record Office needs to identify £75,000 of savings in 2019-20. To achieve this saving a number of service changes have been identified. These would see:

- A reduction in opening hours for the public searchroom in Norwich. This would mean opening: four days a week instead of five, at 10am instead of 9am, and until 7pm on only one Thursday evening per month instead of all Thursday evenings. The service at King's Lynn Borough Archive would remain unchanged.
- A reduction in the amount of volunteer engagement, education work and outreach
- A reduction in the amount of document processing (cataloguing and appraisal) and conservation work undertaken by the NRO.

These changes would enable the Norfolk Record Office to maintain those areas of work that provide access whilst raising income which supports the service such as digitization work and the provision of copies of birth, death and marriage certificates.

These changes have been the subject to a public consultation that ran from 5 November to 23 December 2018.

### Recommendations:

That the Records Committee considers the results of the public consultation and approves changes to the public service provided by the Norfolk Record Office. These will be either:

- 1. The changes proposed in the consultation, with a decision on whether opening should be Monday to Thursday or Tuesday to Friday**
- 2. Modifications to the changes proposed in the consultation**

## 1. Proposal

- 1.1. That the Records Committee considers the results of the public consultation and approves changes to the public service provided by the Norfolk Record Office. These will be either:
  1. The changes proposed in the consultation, with a decision on whether opening should be Monday to Thursday or Tuesday to Friday
  2. Modifications of the changes proposed in the consultation

## 2. Background

- 2.1 The full text of the consultation document is included as Appendix 1. A full report on the outcomes of the public consultation will be provided to members prior to the meeting on 11 January.

## 3 Issues, risks and innovation

### 3.1 Risks

The main risks associated with these proposals are:

- Failure to meet the obligations of grants provided to the Norfolk Record Office
- Inability to meet the service levels required for maintaining Archive Accreditation and, consequently, loss of status as a Place of Deposit under the Public Records Acts. An assessment of this risk has been undertaken and it is considered a low risk under the present proposals.

### 3.2 Innovation

In January 2018 the Norfolk Records Committee approved the recommendations of a report laying out a long-term strategy for service development (included as Appendix 2). The changes proposed in the consultation would allow the NRO to continue to progress along the lines detailed in this report.

## Officer Contact

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

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