

## **Staffordshire and Stoke-on-Trent Joint Archives Committee**

Tuesday, 23 June 2020

**10.30 am**

Virtual/on-line at <https://staffordshire.public-i.tv/core/portal/home>

**NB.** Members are requested to join the Teams meeting through their Outlook calendar booking (click on the link “Join Microsoft Teams Meeting”).

Also, please ensure Laptops/Tablets are fully charged prior to the commencement of the meeting.

John Tradewell  
Director of Corporate Services  
15 June 2020

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### **A G E N D A**

- 1. Apologies**
- 2. Declarations of Interest in accordance with Standing Order 16**
- 3. Minutes of the meeting held on 6 February 2020 (Pages 1 - 6)**
- 4. Joint Archives Service: Annual Report 2019/20 (Pages 7 - 44)**

Joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council).

- 5. 2019/20 Final Outturn and Predicted Outturn 2020/21 (Pages 45 - 50)**

Joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council).

- 6. Staffordshire History Centre Project - Update (Pages 51 - 56)**

Joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council).

- 7. Joint Archives Service: Impact of Covid-19 (Pages 57 - 62)**

Joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council).

8. **Date of next meeting - Thursday 12 November 2020 at 10.30 am, venue to be confirmed**
9. **Exclusion of the public**

The Chairman to move:-

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A (as amended) of the Local Government Act 1972 indicated below”.

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## **PART TWO**

(All reports in this section are on pink paper)

10. **Exempt minutes of meeting held on 6 February 2020 (Pages 63 - 64)**

<b>Membership</b>	
Gill Heath Gill Burnett	Lorraine Beardmore

**Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee  
meeting held on 6 February 2020**

Present: Mike Davies (Invitee/Observer), Gill Burnett and Lorraine Beardmore

Apologies for absence: Gill Heath

**PART ONE**

**18. Declarations of Interest in accordance with Standing Order 16**

There were no Declarations of Interest made.

**19. Minutes of meeting held on 14 November 2019**

**RESOLVED** – That the minutes of the meeting held on 14 November 2019 be confirmed and signed by the Chairman.

**20. Predicted Outturn 2019/20 and 2020/21 Revenue Budget**

The Committee considered a joint report (Schedule 1 to the signed minutes) of the Deputy Chief Executive and Director for Families and Communities (Staffordshire County Council) and Director for Housing and Community Services (Stoke-on-Trent City Council) giving details of the predicted outturn for the Joint Archives Service for 2019/20.

Members noted that a spend of £813,055 was predicted against an approved budget of £633,770 which resulted in an overall estimated overspend of £179,285 comprising (i) staffing and training (£179,570); (ii) Transport (£1,185) and; (iii) Supplies and Services (£11,160). However, these amounts were offset, in part, by an over recovery of income of £12,630.

With regard to the General Reserve, the current balance was £204,830 (which included a receipt of £1,364 from the New Burdens Fund and an outlay of £4,000 towards the Development Phase of the Staffordshire History Centre Project following the successful Round 1 Bid).

They also noted that the balance in the Archive Acquisition reserve was £57,542.

With regard to 2020/21, the Joint Archives Service budget was £665,120 comprising £451,020 or 68% from the County Council and £214,100 or 32% from the City Council. This was based on the new funding arrangements adopted in February 2019 and represented an increase of £31,350 or 4.9% on the previous year's budget.

**RESOLVED** – (a) That the report be received and noted.

(b) That the 2020/21 Joint Archive Service net Revenue Budget be approved.

## **21. Predicted Performance Outturn 2019/20**

The Committee considered a joint report (Schedule 2 to the signed minutes) of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) detailing the predicted performance outturn for 2019/20.

The Service Plan set out annual targets for the Joint Archive Service and Museum Service for the County Council. Performance against these targets contributed towards achievement of the overall objectives contained in the Services' ten-year Forward Plan 2015-2025, which had been reviewed and updated in 2018.

With regard to Objective 1 - "Developing an Active Partnership Approach", the joint working between the Archives and Heritage Service and William Salt Library Trust in respect of the Staffordshire History Centre Project had continued during the year. Stakeholder meetings had been revived to support the development of a further Stage 1 bid to the National Lottery and Heritage Fund (NLHF) and consultation with other Partners had commenced. In addition, further work had been undertaken to establish a Development Trust to continue fundraising for the Project after funding from the NHLF had ceased.

Work to develop new partnerships and specialist interest groups had continued with (i) two projects in co-operation with Keele University and; (ii) Michelin Volunteers and; (iii) 18/21 Lancers Volunteers. Consultation with stakeholders had been undertaken in respect of a proposed revision to the opening hours of the Staffordshire Record Office and approximately 6,500 hours were to have been given by volunteers in support of the service, by 31 March 2020, which represented a 3% increase on the previous year's total.

With regard to Objective 2 - "Resilience and Sustainability", the service had achieved Stage 1 funding bid success with a grant of £36,000 being awarded. Work had commenced on the new Development Phase and additional funding amounting to approximately £5,000 had been awarded by the National Archives Testbed Fund to support digital drop-in session across the County. A further £35,000 had been secured from the developer of the former Rugeley Power Station site enabling the transfer of the station's archive and creation of an exhibition in partnership with the Museum of Cannock Chase.

A cross service exhibition team had been established to support the Distinctive Staffordshire Exhibition at the Staffordshire Record Office during the summer of 2019. Smaller displays had also been staged at the Office and History Access Points on (i) Queen Victoria; (ii) D-Day; (iii) Moon Landings; (iv) English Civil War; (v) Christmas and; (vi) new accessions, throughout the year.

In addition, progress had been made by the Service on its Annual Work Programme for collections including conservation, cataloguing and improving descriptions. The Doulton Described Project had been completed with support from the National Archive Cataloguing Fund and work on the Bawdy Courts and Asylum Projects had continued.

With regard to Objective 3 – “Reaching and Engaging with New Audiences the majority of work had focussed in the establishment of an exhibition team and volunteer research group. Distinctive Staffordshire was the first exhibition to be delivered by the new team and a further exhibition entitled Pushing up Daisies would be launched by the volunteer group during the current year.

The service continued to attend community events, help local groups deliver their own projects and provide learning activities through the Staffordshire History Day event. In addition, the service had supported school college and university placements. Delivery of a more formal learning programme was dependent on the availability of external funding. However, the post of Learning Consultant had recently been advertised for recruitment.

With regard to Objective 4 – “Sharing Knowledge Across the Sector”, the service continued to be an active Member of Archives West Midlands and had attend:- (i) the Discovering Collections, Discovering Communities national conference in November 2019 on their behalf. In addition staff from the service presented at the following events West Midlands Museum development event in ; Society of Bookbinders Conference in and Rural Museums Conference in 2019.

In addition, partners, users and volunteers had continued to contribute to blogs posted in support of the Service’s projects including Bawdy Courts and Asylums.

With regard to Objective 5 – “Online Presence and Remote Access”, the service had begun work to review the Digital Plan which had been developed for the Staffordshire History Centre Project. This initiative involved consultation with key partners including the City Council’s Potteries Museum and Art Gallery and the County Council’s Historic Environment Team.

Online content had increased with addition of three new name indexes to the Staffordshire Names index Indexes site and 1511 images to the Staffordshire Past Tracks site. Visits to all sites remained high at more than 1.5 million which represented a 30% increase on the previous year’s total. Digitisation of the Staffordshire Tithe Maps ad been completed. Progress had also been made with regard to digital preservation and staff had received further training made available through membership of Archives West Midlands.

During the year ahead, the focus was to be on Phase 2 (Development Phase) of the Staffordshire History Centre Project in order to secure a pass and implementation of a new staffing structure to enable delivery of the savings identified in County Council’s Medium-Term Financial Strategy.

**RESOLVED** – That the report be received and noted.

## **22. Staffordshire History Centre Project - Update**

The Committee considered a report (Schedule 3 to the signed minutes) by the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) updating them on progress with regard to the Staffordshire History Centre Project.

Permission to commence work on the project was granted by the National Lottery Heritage Fund (NLHF) on 17 December 2019. Since this time efforts had been made to commission (i) a consultant required to undertake audience research and develop a marketing strategy for the project and; (ii) a consultant to review the learning aspects of the Delivery Plan with a focus on the work undertaken with schools. Subject to approval of the NLHF, both consultants would commence their roles in February 2020.

In addition, smaller commissions were being agreed with the consultants who had developed the Conservation Management Plan and Evaluation Strategy for the previous Project's Development Phase during 2016/18. Members noted that the majority of these plans' content was valid and would require only minor updates to support the current submission.

Work to prepare the Project's Business Plan had also commenced and would be delivered by the project team with support from the Director of Corporate Services. The Plan would be informed by the above-mentioned audience development research and learning work.

Other notable developments included (i) the preparations made for the relocation of the William Salt Library collection; (ii) review of the digital offer for the project; (iii) an opportunity to improve the environmental outcomes of the project which had been highlighted by a review of the design proposals and; (iv) the constitution of the Staffordshire History Centre Development Trust under the Charitable Incorporated Organisation Foundation Model.

**RESOLVED** – (a) That the report be received and noted.

(b) That a representative of the Joint Archives Service be nominated for Membership of the Staffordshire History Centre Development Trust having regard to the necessary approvals required by both Authorities'.

(c) That in the event that the forthcoming application to the National Lottery Heritage Funding for Stage 2 funding is unsuccessful, preliminary approval be granted to the establishment of a fund-raising Trust in order that the Project may proceed.

## **23. Review of Terms of Deposit**

The Committee considered a joint report (Schedule 4 to the signed minutes) of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) regarding a review of the Terms of Deposit by third parties to the Joint Archive Service.

The Service was responsible for the location, collection and preservation of archive collections relating to past life within the administrative County of Staffordshire and City of Stoke-on-Trent and for making these available for use by the public. As such, the service was willing to receive records by gift or deposit from third parties subject to Terms of Deposit which were approved in 2008.

Members noted that the introduction of General Data Protection Regulations in 2018 had prompted a review of the Term in order to ensure that they were compliant with the new legislation. In addition, the opportunity had been taken to review and update other elements of the Terms to ensure that they remained fit for purpose, going forward. The key changes included:- (i) revised definitions of 'the Council' and '2018 Act' contained in paragraph 3.1; (ii) strengthening paragraph 3.5 to clarify that any significant 'weeding' will be undertaken at the Owner's expense; (iii) changes to paragraph 3.6 to clarify that the Councils are joint Data Controller together with the depositor and as such should make the Authorities aware of any personal data contained within the collection(s) to be deposited; (iv) clarification in Section 5 that multiple copies were to be made of collections to ensure their ongoing preservation and to highlight the depositors responsibilities in respect of copyright legislation and; (v) changes to Section 10 to clarify the arrangements for claiming costs by the Service in the event that a collection(s) is withdrawn by the depositor.

During her presentation of the report the Director highlighted that both Authorities' Legal Departments had been involved in the review and that the revised Terms would be included on the Service's Website following the Joint Committee's approval being given.

**RESOLVED** – (a) That the report be received, and revised Terms of Deposit approved.

**24. Date of next meeting - Thursday 11 June 2020 at 10.30 am, City Central Library, Hanley**

**RESOLVED** – That the date, time and venue of the next meeting be noted.

**25. Exclusion of the public**

**RESOLVED** – That the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A (as amended) of the Local Government Act 1972 indicated below".

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## **PART TWO**

**26. Relocation of Stoke-on-Trent City Archives**

The Committee received and noted an exempt joint report (Schedule 5 to the signed minutes) of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council informing them of the proposed relocation of Stoke-on-Trent City Archives Service.

## **27. Update on Archives and Heritage Service Reorganisation**

The Committee received and noted an exempt joint report (Schedule 6 to the signed minutes) of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) updating them on progress with regard to the re-organisation of the County Council's Archive and Heritage Service.

**Chairman**

<b>Members Interest</b>
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee  
23 June 2020**

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**Staffordshire and Stoke on Trent Archive Service: Annual Report**

**Recommendation(s)**

1. That this report informing the Committee about the annual report on the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service for the period April 2019 to March 2020 is received and approved.
2. The Risk Register for the Staffordshire and Stoke-on-Trent (Joint) Archive Service is reviewed and agreed.

**Report of Deputy Chief Executive and Director for Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke on Trent City Council)**

**Reasons for Recommendations**

3. The accompanying Annual Report provides an account and review of the work and performance of the Staffordshire and Stoke-on-Trent Archive Service for the financial year, April 2019 to March 2020. Staffordshire County Council's internal audit also recommended that the Committee review the Risk Register for the service and this is attached as Appendix 3.

**Background**

4. The terms of the Joint Agreement for Archive Services between Staffordshire County Council and Stoke-on-Trent City Council requires an annual report on the work of the Joint Archive Service to be brought to the Annual Meeting in June. The Annual Report provides full overview of the range of activities, progress and performance of the Service.

5. The year 2019-2020 was the second in the current three-year planning cycle for the Joint Archive Service. This year's Annual Report evidences some significant achievements towards meeting the overall strategic objectives of the Archive Service within the current Forward Plan, 2018-2021. These objectives are:

- Developing an active partnership approach.
- Delivering resilience and sustainability.
- Reaching and engaging with a wide range of people and building new audiences.
- Sharing knowledge across the UK.
- Increasing our online presence and remote access.

6. The key highlights of the year were:

- Launch of the Staffordshire Tithe Maps online
- Delivery of the touring exhibition 'On Your Doorstep' taking collections across the county
- Securing a round 1 pass for the Staffordshire History Centre project
- Continuing to deliver the Asylum and Bawdy Courts Projects
- Working with a large number of volunteers to deliver projects, cataloguing, and indexing of collections.

7. Closing the onsite public service and enabling all staff to work from home from 23 March was a completely unexpected situation to manage. All staff have adapted to work from home and have been flexible and willing to support the response to the pandemic for both parent authorities. Keeping in touch with our volunteers and keeping them engaged has been a priority for the service.

8. The Archive and Heritage Service collects detailed statistics about all areas of its work shown at the end of Appendix 2 to the report. This covers personal use, distance use and online use of the service. There are five local performance indicators which the service measures against:

1. Use of the service
2. Attendances at events, talks, education and community visits
3. Volunteer hours
4. Customer satisfaction
5. Collecting activity

9. During 2019/2020 the service has seen falls in the use of the service (both personal and online). The decline in personal visits is by 12% however when adjusted to take account of the lockdown this reduces to 5%. This decline in personal visits continues a national trend across archive services.

10. The service encourages users to access material which has been digitized and online through Find My Past or Ancestry.com. Online use of some of the service websites has also seen a dip although this is partly explained by a change in the collection of data for the online catalogue which resulted in a drop of 48%. Overall use of the on-line service increased by 16% due to continuing high number of views of Staffordshire content on Find My Past.

11. Attendances at events was much lower compared to the previous year during the Staffordshire History Centre project development phase. With support from externally funded staff in the previous year the Service was able to attend more events.

12. Volunteer hours were down by 9% on the previous year. During February to March the service saw lower numbers of volunteers and visitors prior to the suspension of the service. The reduction in numbers was in the context of the spread of the COVID-19 pandemic to the United Kingdom and users concerns at the risks of visiting public places. Most users of the service are over 55 meaning a significant number will be in the vulnerable and extremely clinically vulnerable categories if the catch COVID-19.

13. Customer satisfaction is normally measured by an onsite national customer survey. This year the service participated in a national distance user service. High levels of 96% were rated for the enquiry service and advance information but no overall customer satisfaction rating is collected.

14. Collecting activity has increased by 4.5% compared to the previous year. Service figures have been more difficult to interpret due to falls in use during February- March 2020 prior to the introduction of lockdown.

14. Overall the service has made good progress as it has managed several externally funded projects with funding from the Wolfson Trust and Archives Revealed programme. The success of the round 1 application to the National Lottery Heritage Fund for the Staffordshire History Centre has enabled the service to make progress against its 10-year vision.

## **Risk Register**

15. Staffordshire County Council Internal Audit team completed an audit of the Joint Archive Committee in May 2018 and recommended the committee review the risk register on an annual basis. The Risk Register sets out the main risks to the service covering:

- Physical risks to collections
- Risks to digital collections
- Risks to staff, members of the public and volunteers within the service
- Risks to operation of the public service
- Risks to forward planning for the service

16. The register at Appendix 3 sets out the impacts and mitigating actions giving a total risk rating out of 9. The register has been reviewed and simplified by transferring it into a spreadsheet on one page. It has been updated most notably around the risks associated with a pandemic. The highest category scores are 4 and relate to loss or damage of collections.

## **Appendix 1**

### **Equalities implications:**

This report has been prepared in accordance with the personnel and equal opportunities' policies of the County Council and the City Council.

### **Legal implications:**

The work of the Archive Service is governed by the Joint Agreement and other legislation to allow both authorities to meet their legal obligations.

### **Resource and Value for money implications:**

The Archive Service delivers a range of work which is measured in a number of ways and detailed in the appendices of the Annual Report.

**Risk implications:**

Risk register for the service has been completed.

**Climate Change implications:**

None applicable

**Health Impact Assessment screening:**

None applicable

**Report author:**

Authors' Names: **Joanna Terry, Head of Archives & Heritage**

Telephone No: (01785) 278370

Room No: Staffordshire Record Office

**List of Background Papers**

Papers	Contact/Directorate/ext number
Annual Report 2019-2020	Joanna Terry/Families & Communities x278370
Archive Service Risk Register 2020	Joanna Terry/Families & Communities x278370

# Staffordshire & Stoke on Trent Archive Service



## Annual Report 2019-2020



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## Executive summary

Staffordshire and Stoke on Trent Archive Service holds over five miles of historic records dating from the 10th to 21st centuries. These collections cover virtually every aspect of life within Staffordshire and the city of Stoke on Trent and it is estimated that we have about 11 million items. The Archive Service is jointly funded by Staffordshire County Council and Stoke on Trent City council through a joint agreement since 1997.

The key highlights of 2019-2020 were:

- Launch of the Staffordshire Tithe Maps online
- Delivery of the touring exhibition 'On Your Doorstep' taking collections across the county
- Securing a round 1 pass for the Staffordshire History Centre project
- Continuing to delivery the Asylum and Bawdy Courts Projects
- Working with a large number of volunteers to deliver projects, cataloguing, and indexing of collections.

Closing the onsite public service and enabling all staff to work from home from 23 March as a result of the pandemic was a completely unexpected situation to manage. All staff have adapted to work from home and have been flexible and willing to support the response to the pandemic for both parent authorities. Keeping in touch with our volunteers and keeping them engaged has been a priority for the service.

This report shows how the Archive Service has progressed during the last year and highlights its key achievements. This report also illustrates the power of archives to engage individuals and local communities with archives by engaging with our events, exhibitions or volunteering to help preserve archives and open up access.

Most importantly it records the volume, quality and significance of the work of all the staff in the Service as well as volunteers in ensuring the Archive Service continues to meet the demands of its users.

**Joanna Terry**  
**Head of Archives and Heritage**

## Featured projects

### Staffordshire Tithe Maps Online

Tithe maps are an excellent source for local, family, landscape and environmental history. The maps were originally commissioned in the 1840s by the Tithe Commissioners as the old system of paying a tenth of your produce was commuted into a rent charge. To calculate the rent maps were drawn up of parishes numbering each plot. The accompanying award listed the owner, occupier, acreage, name of the field, or property and value. They are beautifully drawn maps with three copies made. The first was kept by the Tithe Commissioners (now in The National Archives) the second by the Diocese of Lichfield, and the third by the parish (both these copies are at Staffordshire Record Office).

Ten years ago, our volunteers started the mammoth task of indexing all of the Staffordshire tithe awards which they completed in 2017. The indexes are on the [Staffordshire Name Indexes](#) website.

The Friends of Staffordshire and Stoke on Trent Archives (FoSSA) spent three years raising almost £15,000 to digitize the maps that accompany the awards. During the autumn the maps were digitized. A solution was developed to make the maps available using the Staffordshire Past Track website. This required adaptation of the zoom feature and some of the images were split to enable them to be viewed more easily. The online maps were launched on 5 June 2020 to coincide with Volunteers Week. Initial feedback has been overwhelmingly positive: *'Fantastic wish this had been around years ago', 'Thank you for making our heritage more accessible, it is really appreciated'.*



*Dr Richard Totty, Chair of FoSSA*

## **On Your Doorstep**

Funded by the West Midlands Museum Development Officers Small Grants Scheme, the 'On YOUR Doorstep' touring exhibition was launched at Cannock Library on 15 July 2019. It went on to visit 6 other library venues between July 2019 and March 2020: Perton, Burton, Stafford, Uttoxeter and Newcastle.

At each venue two 'Creative Conversations' were delivered by Mal Dewhirst and a member of the Archives and Heritage Team in partnership with colleagues from the Library Service. Five Digital Drop-In sessions were delivered by members of the Archives and Heritage Team. Mal Dewhirst produced five poems. These reflect the thoughts and stories of the people we spoke to together with the objects and collections on display. Handling sessions and discussions were a part of the Creative Conversation sessions where groups and individuals were able to engage with the displays, collection items and archive material and use it as a prompt for talking about their own histories and experiences of living in the locality. Mal's conversations, poems and local stories will be used in his podcasts. Additionally, Mal filmed a performance of each of his poems which were added to the Archive and Heritage Service YouTube channel, ready for Staffordshire Day Online (1 May 2020).

Over the course of the project we spoke to approximately 80 people during the Creative Conversation and Digital Drop-In sessions and added 426 digital resources to the Staffordshire Past Track website. A total of 101,029 library users had the opportunity to engage with the exhibition during its tour.

## **Staffordshire History Centre Project**

In September 2019 the Service was pleased to hear that the Round 1 application to the National Lottery Heritage Fund had been successful. Permission to start was granted in December and the project started in January 2020. Key areas of work included:

- New audience research to analyze current membership and users of the service
- Consultation with new and potential users of the service
- Review and further consultation with schools to support the learning programme
- Updates and revisions to the Activity, Business, Conservation Management, Maintenance and Management, and Design Plans. These will take account of changes in light of the new research.
- Cataloguing and preservation work on the William Salt Library collection in preparation for relocation.

Work was just beginning when the service was suspended due to national lockdown. The project has been adapted to be completed remotely and use online research. It is intended to submit the round 2 application in the Autumn.

## **Regional collaboration and support**

The Service continues to actively participate in and benefit from membership of Archives West Midlands. Following the successful completion of the regional digital preservation project further training has been delivered. This included an introductory session by the Digital Preservation Coalition and a workshop on fixity. At the workshop for friends and volunteers in June 2019 the service was represented by FoSSA and some volunteers.

The contract for support for Sandwell Community History and Archives Service has continued. This comprises quarterly meetings and mentoring and support for staff delivered by the Head of Archives and Senior Archivist. This is targeted towards assisting the service in achieving Archive Service Accreditation and the continuing professional development of staff.

## Onsite public services

Note: percentage changes in usage between 2018/19 and 2019/20 are given twice. The first gives the actual change, the second, in square brackets, compensates for the effects of the Coronavirus lockdown measures.

This year we delivered 53 small group support sessions for Ancestry.com in Stoke on Trent Community Libraries, with 172 participants. In addition, an experienced volunteer from our Family History Club has continued to offer one to one family history support sessions at Staffordshire Record Office, which are much appreciated by service users.

The Family History Club continued to meet monthly with an active programme of talks. We welcome new members. We also continued our exhibits of interesting documents at Staffordshire Record Offices.

This year we saw an overall reduction of 12% [5%] in the numbers of personal visitors to the Archive Service. This represents a significant continuation of the nationwide trend that has been experienced over the past ten years or so, as users continue to prefer to access material online.

The number of original documents consulted decreased by 7.7% [4.7%]. As users of microfilm and microfiche decline, visitors consulting unique original documents become more significant as a proportion of overall usage.

## Consulting Users and Partners

The Survey of Distance Users of British Archives took place in the autumn of 2019. This resulted in a satisfaction rate of 100% (very good and good) for our remote services overall at Staffordshire Record Office and Stoke on Trent City Archives. We are particularly pleased with the consistently high levels of satisfaction with the enquiry service. We use the survey results to identify areas for service improvement.

For the six categories of service provision and delivery surveyed, the scores for ratings of very good and good were as follows:

Category	Rating	% change
Enquiry service: quality of content	96%	
Enquiry service: clarity of response	96%	
Enquiry service: promptness	96%	
Enquiry service: fees and charges	83%	
Website: navigation	89%	
Website: quality	92%	

## **Online services**

### ***Digitisation Projects***

Thanks to the splendid fundraising efforts of the Friends of the Staffordshire and Stoke on Trent Archive Service (FoSSA), and the multitude of local societies, parish councils, women's institutes, companies and private individuals who contributed, the digitisation of the Staffordshire tithe maps was achieved in the summer of 2019.

The Learning and Archive Research Centre was cleared to make way for construction of a large gantry on which a state-of-the-art digital camera was mounted. A sliding flatbed beneath enabled large maps to be photographed in sections, whilst ensuring that the camera position remained fixed. Following photography, sectional digital images were "stitched" together to produce seamless images of each of the 282 maps. The maps ranged in size from Fazeley (25cm x 36cm) to Croxton (2.46m x 2.59m).

### ***Staffordshire Name Indexes Online***

During the year we have again extended the index to wills proved in both the Consistory Court of Lichfield and the courts of the various peculiar jurisdictions. It now covers the period 1600-1780. This is of use to local and family historians alike. Unfortunately, preparatory work for the Coronavirus lockdown prevented further indexes from being made available. This will be redressed in the next financial year.

In addition, significant progress has been made by our volunteers on new indexes for presentation in 2020/2021. We are grateful to the volunteer groups and individual researchers at all of our service points, without which this helpful website would not be possible.

### ***Gateway to the Past Online Catalogue***

The online catalogue, "Gateway to the Past", continued to expand further during the year, with the cataloguing of newly acquired accessions, back-cataloguing work and editing of legacy catalogues. We have continued to spend a considerable amount of time in work associated with the aftermath of the closure of Lichfield Record Office and the transfer of the collections to Staffordshire Record Office.

Major additions to the online catalogue include detail of indictments in the Staffordshire Quarter Sessions rolls; 20<sup>th</sup> century files from the Earl of Bradford's estates; Burton area hospital records; and a large number of smaller collections formerly held at Lichfield Record Office, and at the William Salt Library.

In addition, 622 "name authority records" (mini-biographies), mainly for nationally and locally significant people, and for authors on local history, were added to the catalogue. All of this work is crucial in opening up information about collections held by the Archive Service, and we are grateful to those volunteers who continue to assist us in these tasks.

### ***Joint Archive Service Website***

For many researchers our website, forming part of the County Council's website, is their first contact with the Archive Service. The site is highly-rated, receiving an 89% rating from SOCITM (Society of Information Technology Management) in their annual audit.

During the course of the year, in addition to the general service information, the site has been regularly updated to enable service users to remain up-to-date with the latest information on our projects, in particular the Staffordshire History Centre Project.

Overall visits to the Archive Service website have declined by 13.5% to 47,386, whilst visits to the online catalogue, Gateway to the Past have declined by 48% to 21,205. Visits to the rest of our online resources, including websites such as the Staffordshire Name Indexes and online exhibitions, declined by 16% to 42,011.

### ***Social media***

During the last year we have continued to use social media to promote our collections to remote users and as well as visitors to the Service. A wide variety of staff contribute to our social media output, covering a range of subjects, including newly-available collections, conservation, events, etc. Use of social media by the Service has grown and as a result there are further increases in Facebook likes, up by 23%, and Twitter followers, up by 9%. Statistics for social media are in Appendix 1 at the end of the report.

### **Complaints, comments and compliments**

During the year the service received one stage one formal complaint. This concerned an individual who had changed their mind about a donation of a collection to the service several years after the items had been received. The complaint was not upheld, and explanation of the terms of donation and deposit was sent to the individual along with an offer for them to photograph items that they wished to consult.

Eighty-four compliments were received during the year. These included compliments on prompt service for enquiries and copying orders. A particular thank was received following a group visit when a member of the group was unwell and received first aid from Richard Nichols, Senior Conservator. A group who visited the museum stated they were 'blown away' by the collections held on the history of Stafford.

## Engagement, Learning and Volunteers

### Events and Exhibitions

The year-long tour of the ACE funded touring exhibition 'Through the Eyes of a Child' finished with visits to the Nicholson Museum, Leek (February to April 2019) and Museum of Cannock Chase (June to August 2020). Over the course of its tour the exhibition reached over 26,000 visitors. The Ancient High House in Stafford hosted our 'Retail Revisited' exhibition between October 2019 and January 2020. We put on our first exhibition 'Distinctive Staffordshire' at the Staffordshire Record Office in the summer of 2019, at the start we were faced with a number of problems.

- An exhibitions team was established that included staff from the Archive and Museum staff with a range of skills.
- The internal space of the Record Office was reorganized to create an exhibition space and retain space for our volunteers to work.
- Exhibition content needed to reflect the collections across the Archives and Heritage Service (Archives, William Salt Library and Museum).

The exhibition came together well, the teams worked well together. We decided to follow up this exhibition with one in the spring of 2020. Our aim was to improve on the previous exhibitions, one to the key lessons we learnt from the 'Distinctive Staffordshire' exhibition was the need to increase engagement with the exhibition, for visitors and during the research and development. We consulted people via social media on proposals for what the theme of the exhibition should be. We established a volunteer group to help research the exhibition. The volunteers researched the collections of the Museum Service, the William Salt Library and the Archive Service and wrote blog posts. In addition, we set up a series of events that would run throughout the exhibition including:

- o Meet the Curator every Thursday during the exhibition run
- o A series of daytime talks from museum and archive staff
- o A film night showing a series of international short films around the theme of death and dying with a break in the middle to explore the exhibition
- o Evening talks by historians from Keele University on items from our collections
- o Evening talks from staff on the exhibition and its them
- o We worked with the Staffordshire Poet Laureate to put on an evening of poetry with three other poets to explore the themes of the exhibition and built into this was an opportunity to view the exhibition.
- o We employed a local artist to work with a local school to look at a creative response to the themes of death, the school children's artwork was to be incorporated into the exhibition.
- o A family craft and storytelling day with an artist and a professional storyteller.

The exhibition Pushing up Daisies – Death and Dying in Staffordshire opened on the 7th March after a successful launch event and was due to run until 18th April. On Tuesday the 17th March all events and volunteer activity were cancelled due to the COVID-19 crisis.

Other events we attended were:

- Celebrating 100 years, Newport Girls High School
- Amerton Steam Gala
- Perton Local History Fair

- Three Carriage collection open days at Shugborough during the Easter and Summer holidays and Autumn half term

## **Placements**

School and college visits were very few in number this year, later in the year we appointed a new consultant to work with us on this aspect of the Round 2 NHLF bid. We had two school placements work with us this year and have now a student volunteer group at Keele University. We worked closely with Caroline Hillman, an Archives MLitt student at Dundee University. Her thesis investigated how to engage with volunteers in the 18-24 age-group, which is an under-represented group in our volunteer profile. Caroline used our regional links through Archives West Midlands to broaden her research beyond our service and she set up a volunteer group at Stafford of young people who were willing to take part in her research. She concluded that archives need to implement effective planning and target their advertising towards the demographics they are aiming to attract. Encouraging partnerships with educational organisations such as schools, colleges and universities can contribute towards informing young people in the 18-24 age group of what archives are and the services they provide. From the results of the surveys, it was determined that one of the main issues contributing towards the lack of engagement from certain groups was a lack of awareness of archives rather than lack of interest. Her conclusions were presented to the Archive Service, which we have subsequently used to inform our work with student volunteers at Keele. We continue to work closely with Keele and Nottingham Universities and had some very positive conversations with Stafford College about future working together.

## **Volunteers**

### ***At Stoke***

2019-2020 was a good year for volunteering, at Stoke, there were two groups of volunteers each working on archives from the organisations they worked or served with. The former members of the 16th/5th Lancers and friends on the archive of Staffordshire's cavalry regiment worked on creating a name index of every former regimental member in the archive. The former employees of Michelin created a name index and also did some cataloguing, as well as contributing to the Michelin archive website. A number of individual projects also continued, with Clare Hannon's index to servicemen and women mentioned in the Sentinel during the Second World War, Margaret Beard continued to index the Stoke Poor Law Guardians minutes and her output was typed by Steve Williams. Pam Woolliscroft worked on the pattern books of the subsidiary companies in the Doulton Archive.

### ***At Stafford***

At Stafford the Quarter Session volunteers have worked very hard recording content of 17<sup>th</sup> century rolls. At least 11 additional volumes have been completed, or are in the final stages of checking, taking project work back to 1637. As group, numbers have been reduced for various reasons during the year, this is a phenomenal achievement. Jim Sutton has now finished his work on cataloguing the Latin indictments in the Quarter Sessions Collection – a truly heroic feat.

The Tuesday volunteers completed the Parish Rights of Way project in November. Using information drawn up according to the first Survey of Rights of Way under the National Parks

and Access to the Countryside Act, 1949, they recorded details of footpaths and bridleways for 184 civil parishes in Staffordshire. This work has enhanced Service catalogues and will improve access to the collection. In November, the Tuesday volunteers started a new project focusing on faculty cases, 1848-1900. Faculties (or licences) are required prior to making any alterations to the fabric or fittings of a building owned by the Church of England.

The Indexing of building plans for Leek Rural District continued with a further 711 applications covering the period 1932 – 1940 added to this database whilst progress has been made in transcribing the Gothard Diaries. This year, indexing of two further volumes of Littleton Letters has been completed. As one of these volumes does not have a contents list, volunteer indexing work has greatly enhanced accessibility of document content.

Sue Gill has been continuing an index to references to 'bastardy' in a variety of records whilst June Ellis and Joy Pownall continue to work through sections of the Bradford collection, giving us information to make the catalogue more searchable. They also pass on their reports and transcripts to Weston Park.

Janet Kisz has listed the Burton Borough property plans in LD484, and this work was imported into the online catalogue in the summer. She has since been working on the large series of the Borough Planning maps and plans in BD23/Add. The collection features many buildings in central Burton, and shows the development of the streets and housing in the late 19<sup>th</sup> century and early 20<sup>th</sup> century.

Towards the end of last year we set up a new volunteer group to help us research aspects of our spring exhibition, the volunteers looked at documents and artefacts, researching the background stories and writing pieces for the project blog, volunteers also helped to choose items for the exhibition, this type of working is a something we will wish to continue with.

### ***Partnerships with Universities***

On Fridays at Stafford the Poor Law volunteers have been working on different parishes in order to achieve maximum coverage for Staffordshire, including such diverse communities as Wednesbury and Abbots Bromley. This project, delivered by Keele University, also includes research in Cumbria and East Sussex. The project database has well over 40, 000 lines of data overall for the three counties. The Lichfield vouchers present a particular challenge for us all (ironically, by their volume, but also by their volume being undercut, as the reverse of pasted vouchers cannot be seen). On Wednesday mornings the volunteers working on the collaboration with the Victoria County History have continued their work on researching Uttoxeter and surrounds. This is despite the temporary loss of the project lead Dr Andrew Sargent due to an accident.

On Wednesday afternoons the place-name group has continued to collect data for the project, uploading it onto the University of Nottingham's data gathering site, supported by two PhD students, Jess and Josh and most recently Jenny Lewis. At Lichfield the HAP volunteers are doing a great job at supervising the HAP. They have produced a catalogue of all the books in HAP and are producing crib sheets on topics of interest. At Lichfield Place-names Volunteers have continued working through the Glebe Terriers- now focusing on south/east of county- in total (for the whole time they've been working on the project) they've entered approximately 14,560 place-names.

***From Lichfield***

Former Lichfield Record Office volunteers have continued inputting Copy Will card details onto spreadsheets. This database now comprises over 11,000 entries. As part of the Bawdy Courts project seven blog posts have been researched and written by volunteers.

We now have a group of six student volunteers meeting on Tuesday mornings at Keele University. Their main task is to prepare documents for cataloguing and alongside that they will be contributing to the blog. In preparation the group is receiving training on palaeography.

***Asylum project***

The asylum project began in January 2019. It is a two-year project that aims to help provide an understanding of the history of mental health care in Staffordshire and is funded by the Wellcome Trust. Records of the three former County Asylums, Stafford, Burntwood and Cheddleton, are being catalogued to create a database of information that reflects patient experience in the asylums.

Two volunteers Anna and Lucy, awaiting the start of their PhD studies, began inputting data for Stafford Asylum in April and June. To date they have extracted information on more than 550 patients. Although they have now begun their PhD studies, they will continue to assist with data input, patient research, the exhibition and talks.

The Thursday asylum project volunteers group started in April. They have been making good progress with entering data for Burntwood hospital, between the dates 1864 and the early 1900s, covering admission registers for the very early days of the asylum, and also a period in the 1880s/90s, where their input will be the main information we have.

Early admission registers from Cheddleton have also been used. A couple of the volunteers have started researching interesting cases which they come across, and another home-based researcher has created many detailed life histories for us, using online databases and family history resources. This research is being fed into our blog, where patient stories has its own dedicated page.

***Digitisation and preservation***

Our digitisation volunteers have been working on our vehicle registration volumes whilst the Preservation Volunteers are working on cleaning and repackaging of Glebe Terriers and have completed about six boxes so far this year and then began work on packing some of the collections at the William Salt Library. Preserving our collections for future generations is a key part of what we do, and this feeds into our wider conservation and management plans.

***At the Museum***

It is now over a year since the Museum Team moved into the new units at Beacon Business Park and we have been working very hard to get all the collections unpacked and into their new locations. One of the biggest jobs has been to allocate new locations to all the objects and to update these on the CALM database. This is an ongoing job but with the help of our volunteers we have made excellent progress. Judy Hubble, Eleanor Copp and Lucy Dover have helped with repacking the historic textile and dress collection, updating locations and supporting work around new accessions and documentation. John Bennett has been supporting us in identifying, reviewing and researching photographic images including the Community Council for Staffordshire's 'Best Kept Village' collection. Faith Glennon worked on

cataloguing and updating CALM before moving on to a postgraduate course in September and Pete Bryan, a mature student at Keele University, has been researching Staffordshire Photographers. Jean Meredith and Val Hollins have worked with the team to research and produce the 'Retail Revisited' exhibition which is currently on display at the Ancient High House as well as working in the stores to repack and inventory objects after the move.

Digitisation is a key element of what we do and Bob Metcalfe has been researching, scanning and publishing the Arthur Lloyd Postcard Collection which has been kindly loaned to the Service. Over 1500 resources have been published on the Pasttrack website this year. In addition to all this the volunteers have all helped with lots of different tasks including coming out on the road to help move our touring exhibition, 'Through the Eyes of a Child' and assisting with the Coach House open days at Shugborough. It has been a busy year and the Museum Team really appreciate everything the volunteers have done to support us.

## Collections Management and Development

### New Accessions

As usual many accessions have come in from a wide range of sources, while we continue to look out for under-represented types of collections, aiming to reflect the County and City in all aspects of its life and people.

This year 139 separate accessions were received from private and external official sources, an increase from last year. We also received two accessions from within the County Council and one each from the two County Coroners. In addition to the number of accessions received, we counted an additional 23 contacts from or to members of the public and local organisations holding records but where no records have as yet been deposited, or where people have been referred to different repositories. Taken together with the number of accessions received, this amounts to a total of 162 approaches or contacts concerning collections for the year, from external sources, in line with previous recent years.

The total volume of all permanent accessions from non-County Council sources, across the Service, was 3.35 cubic metres or about 112 archive boxes. We have continued to put as much resource into cataloguing as possible because, without it, the public cannot access the collections in our care. We fully catalogued 115 out of 139 permanent accessions, which is 60% by volume. For those that were not fully catalogued they have at least a basic summary description available in our online catalogue so that the public can be made aware of them and ask for further information, whilst others have a detailed summary. Appraisal and weeding at the point of accessioning or cataloguing also contributes to time spent.

The overall figures for the proportion of archives with either a full or partial finding aid online also increases each year, due to the inputting of old paper lists and referencing uncatalogued material.

### ***Staffordshire Record Office***

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life.

Records from local charities include Cheddleton Cautionary Lands or Freeholders from 1895 (D7760), a Rugeley charity for church buildings and related funds (Sarah Hopkins) including deeds from 1811 and some plans of Rugeley church (7761), and papers collected by Merlin Maddock, the founder of Stafford's LINK charity for the elderly and isolated, including a sponsored 100 mile walk, well before the era of social media, when forms were passed around door-to-door, in schools and in local pubs (7738).

Local societies past and present are represented among other by Stafford Cricket and Hockey Club with records from 1889 (D7737), and a Police Bowls club (7712), by the Royal British Legion of Sandon (7725), and former Townswomen's Guilds (D7711), Stafford Probus (7712) and Gnosall Civic Society (7793). Newcastle String Orchestra brought in records from its foundation in 1934 (D7796). Also musical, a collection from the family of musician Herbert Drury included minutes of the Stafford Choral Union from 1899 as well as notices for a large number of concerts he put in in Stafford and East Staffordshire until his death in 1920 (7710).

Collections from private individuals include a farming family in Rocester, with deeds from the 17<sup>th</sup> century, and minutes from the local War Agricultural Committee 1916-1918 (7763), and designs from an art and fashion student at Stafford Art College in the late 1970s (7749).

Stafford Cricket and Hockey Club



Design for party dresses Stafford College

DATES.		VISITING TEAMS.	
MAY	A 5.	Mid Cannock Colliery.	lost.
"	A 12.	Woodseaves.	lost.
"	19.	No Match.	✓
"	A 26.	British Reinforced Concrete Co.	lost.
"	31.	WOODSEAVES.	WOM.
JUNE	2.	NO MATCH.	
"	5.	Barclay's Bank, Wolverhampton	lost.
"	9.	NO MATCH.	draw
"	12.	ST MARY'S INSTITUTE.	
"	A 16.	Swynnerton.	
"	19.	Fordhouses.	lost
"	A 23.	County Mental Hospital.	
"	26.	Mid Cannock Colliery.	
"	A 30.	Milford Hall. B.	
JULY	3.	British Reinforced Concrete Co.	
"	A 7.	Fordhouses.	
"	A 14.	Universal Works.	
"	17.	Milford Hall. B.	
"	A 21.	Stafford Road, Bolewich.	
"	25.	Universal Works.	
"	28.		
"	31.	Lotus association.	
AUGUST	6.	Wednesbury 1 <sup>st</sup> .	
"			
A	18.	Head Quarters Police.	

The Mayor of Newcastle-under-Lyme in 1888 kept an album of his funding appeal for a new steam fire engine, including letters both positive and negative from the largest businesses and landowners in the Potteries area, and a photograph of the grand unveiling (the engine was named after his wife) (7771).

1700.	Great Loxley Rentall.	The Sev <sup>l</sup> Tenures.	Rents in Possession	Rents in Reversion
			l <sup>s</sup> s <sup>d</sup> d.	l <sup>s</sup> s <sup>d</sup> d.
	The Hall, Gardens and Orchards		20	00
	N <sup>o</sup> Shewatt for 2 <sup>nd</sup> Barn	5 Years ending at Lady Day 1702.	60	00
	Crofts the East Field the Long Meadow the White Lees Heathy Meadows in Park	at Will	03	04
	John Salt for the old Park	at Will	28	10
	Thomas Fyrnichough & Peter for the New Park	at Will	70	00
	Mrs Plants Farm	for his life, his wife's life & for 10 <sup>th</sup> life	30	00
	John Salt's farm	4 Years ending at Lady Day 1701	26	00

Our Friends organisation FoSSA purchased four sets of records at auction that we would otherwise not have been able to acquire. These included strays belonging to two landowning families, Hatherton and Sneyd-Kynnersley, a school log book and an artificial collection relating to Newcastle-under-Lyme with a wide range of interesting content including our oldest document from last year, dated 1593 (7777-7780).

We were pleased to receive some strays from Stafford Gaol, from two official sources, relating to the last years up to 1916 before the gaol was handed over to the military, consisting of male and female admission registers, and Visitor minute books dealing with requests, complaints and bad behaviour, including verbatim reports of interviews with prisoners, bad language and all (7721, 7773).

As usual we had several accessions from Anglican and Nonconformist churches. These included an attractive map of Penkhull (D7748), a heavily-used graveyard plan for Mow Cop (D7755), and papers about the road that was built through Burslem churchyard (D7746). We also had material from several Parish Councils, one of which included pre-1894 civil parish, charity and school records (Whittington D7765), and other records came through a family of a former parish overseer (Rocester D7764).

### ***Stoke on Trent City Archives***

Several of the Stoke-on-Trent City Archives 41 new accessions over the last year have been additions to already established collections. There has been a large new deposit of records to the Michelin Archive Collection (SD 1843), as well as the 16th/5th The Queen's Royal Lancers Archive Collection (The Royal Lancers Trust), and the Records of Twyford's Ltd., Sanitary Potters and Engineers (SD 1861)- all adding to the histories of these significant companies.

The most impactful additions to collections have resulted in filling gaps in series of records within the Records of the Northern Area of the Midland Electricity Board and predecessor electricity suppliers (relating to Stoke-on-Trent) Collection (SD 1842) and the Records of The Audley (Diglake) Colliery Disaster Fund Collection (SD 1875). This fund was established by trust deed to administer the money donated in the wake of the disaster at the Diglake colliery in Audley on 14 January 1895, when 77 men and boys lost their lives leaving behind 35 widows, 4 guardians and 97 children.

There have also been much smaller additions of one or two items made to collections we already hold, such as letters between The Grindley Hotel Ware Co. Ltd. and Miss Mary Stewart (a Director of The Stewarts Hotel Group of Queensland, Australia) written in 1955 (SD 1878) to the early 20th Century Inventory of Shelley Pottery and Scrap Book of designs, photographs and source material created by Shelley Pottery (SD 1864). In fact we were also lucky enough to have this volume and the other Shelley Potteries Ltd volumes (mainly pattern books) beautifully conserved and rebound this year thanks to generous donations from the family of the last Decorating Manager of the company before its takeover, The Shelley Group, for British and European collectors, the National Shelley China Club U.S.A. and the Australasian Shelley Collectors Club Inc.



Our accessions this year also include the recording of significant events in the history of the City such as slides of Last Bottle Oven Firing at Hudson and Middleton Pottery, Longton by Terry Woolliscroft in 1978 (SD 1866)- following the 40 Year Anniversary, this adds to the slides of the same event taken by Brian Colclough (SD 1838) which we received last year.

The image shows the recording of the Last Bottle Oven Firing in 1978 at Hudson and Middleton Pottery, Longton by Terry Woolliscroft (SD 1866). Slide 28: Placing. Sunday 27<sup>th</sup> August 1978.

Finally we received a touching collection of personal papers: a few photographs and 95 letters which are essentially weekly newsletters between a father (Cuthbert Chambers of Hartshill Road) and his daughters during the 2<sup>nd</sup> World War (SD 1839). The letters cover personal issues and events of the war such as organising dances for Service Personnel at the Municipal Hall, food in general and there is also reference to donations of food from American Forces, the D. Day Landings, Petrol Rationing, celebrating V.E. Day and canvassing re-1945 General Election.

## Cataloguing Progress

### *The Bawdy Courts of Lichfield Project boosted by new funding*



Securing project funding presents further opportunities. In December we were delighted to hear that Keele University's application to the Economic and Social Research Council for a 3-year Studentship attached to the Bawdy Courts Project was successful. The studentship will begin in September 2020 and will extend the lifetime of the project by 2½ years, enabling us to further develop the project engagement plan and continue supporting both remote and on-site volunteers. March saw the half-way point through the cataloguing project with over 3000 new catalogue entries created. Cataloguing activities stopped in mid-March and in April we presented an initial revision of the cataloguing project to Archives Revealed to account for time lost due to COVID-19. The studentship will help us to retrieve some ground and develop the project in new ways. The project seeks to engage with key audiences for the Staffordshire

History Centre Project. In May 2019 we launched a new volunteer group at the History Access Point in Lichfield Library.

The volunteer coordinator has helped the volunteers to build up skills in palaeography and guided their research, and they are now regular contributors to the Bawdy Courts blog. In July the Bawdy Courts Project was taken out of Stafford to an external base at Keele University Archives, where student volunteers worked with the project Archivist until the University closed in mid-March.

The volunteer coordinator's work on creating, writing and researching for the Bawdy Courts Blog has been exceptional and is one of the major success of the project. By supporting the volunteers remotely this work has powered on through the early stages of lockdown and has been rewarding for all involved as well as helping us to engage with new audiences.



Bawdy Courts Volunteers at Lichfield History Access Point

### ***Wellcome Trust 'A Case for the Ordinary: The Patient Experience of Mental Health Care in Staffordshire'***



This project reached its mid-way point in January 2020 and was due to complete in January 2021. However, we are delighted to report that the Wellcome Trust has committed a further 3 months funding to the project, taking us to April 2021.

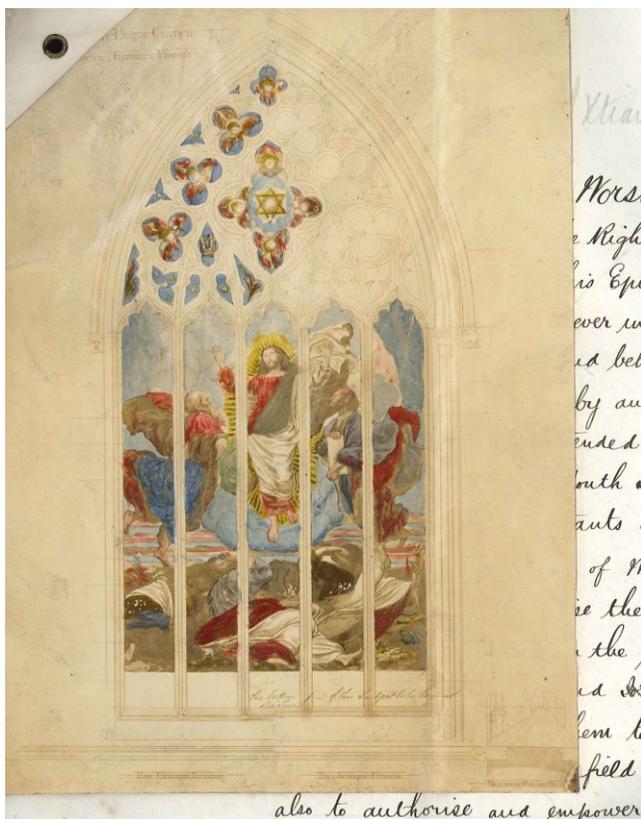
A key achievement is that the project team has exceeded targets for the patient cases input: 6037 patients for Stafford; 9450 for Burntwood; and 13401 for Cheddleton. However, the more difficult data to capture is still ahead of us, as is the task of converting the spreadsheets to two databases (for open and restricted access). The last 3 months of the project will be devoted to that work.

The major success of the engagement project is the brilliantly researched Staffordshire Asylums Blog, created by the very able project assistant. He has supported a group of on-site and remote volunteers, who are regular contributors. We are also grateful to the support of our project board made up of academics from Birmingham and Keele Universities.

### ***Volunteer support for cataloguing projects***

SCC Rights of Way: Last year our cataloguing volunteers completed work on the County Council's first Public Rights of Way survey files from the 1950s. The information has now been imported to Gateway to the Past and has already been widely used by members of the public.

Bawdy Courts faculties: The cataloguing group is now supporting the Bawdy Courts project. In October they began cataloguing the later faculty papers, which include some beautiful plans of Staffordshire's Victorian churches. As lockdown began in March we began exploring ways of allowing some of this work to continue remotely.



A faculty showing a design for a stained glass window



Jim Sutton working on Latin Indictments

Quarter Sessions Rolls project: The volunteers' work on this long-running project has entered its most challenging phase as it reaches back into the early 17<sup>th</sup> century. A major landmark this year was Jim Sutton's completion of the Latin indictments going right back into the reign of Elizabeth I. His work is now being input by staff into Gateway to the Past (2152 entries have been added to date) and his index will be made available on the Staffordshire Name Indexes website in the coming year. The whole collection now stands at almost 16,000 catalogue entries, which is an outstanding contribution by this group.

The Bradford Collection: Cataloguing has progressed this year thanks to the input of the William Salt Librarian. The 20<sup>th</sup>-century estate management files were added to the catalogue, filling a gap for researchers as most collections peter out towards the end of the 19<sup>th</sup> century. In March he began adding the work of the Bradford volunteers to the catalogue.

Burton Borough collection: East Staffordshire was also represented in new catalogues this year through the work of one of our Burton-area volunteers. The ground plans of Burton Borough Council property from the 19<sup>th</sup>-20<sup>th</sup> centuries are now catalogued and searchable, and will be invaluable for local historians charting the changing shape of the town.

### ***Lichfield collections***

The continuing work following the relocation of the collections from the former Lichfield Record Office has included a number of new entries in the online catalogue for Diocesan collections, particularly 291 recent faculty files (15 boxes) catalogued by a volunteer, and summary descriptions for a further 22 boxes of uncatalogued visitation material and 2 boxes of deeds for redundant churches. Further detailed cataloguing work still needs to be carried out but these summaries will enable people to access the material. Summary descriptions have also been

added online for other accessions, notably a large hospital and nursing institution collection relating to the Burton area (LD475).

### ***During lockdown***

The Coronavirus lockdown made time available for further work on making information available online for older uncatalogued collections or for collections with only paper lists, and this work has continued into the current financial year. To the end of March 336 new catalogue entries were input for 21 accessions, and summary information for a further 146 accessions (400 boxes of material), of which by far the largest was for the additional collection for the solicitors Talbots of Burton (107 boxes).

Staff have also been able to work remotely to support the Bawdy Courts project by converting old card indexes to basic catalogue entries so that progress can continue to be made into the new financial year.

### ***Services to the County Council***

The County Archive Service is responsible for the day-to-day management of the County Council's deeds of property and associated legal documents, as well as the formal archives of the County Council. This service includes: the accessioning, cataloguing and indexing of deeds of new properties and other legal documents; the identification and retrieval of deeds and other records for officers in the County Council for day-to-day business activity; and provision for the ongoing security of the County Council's legal documents. The deeds clerk increasingly locates and scans relevant documents so that fewer deeds leave this site and to support working from home. At the end of March the deeds clerk put in place mechanisms for continuing to support urgent work of the legal section as almost all staff worked from home.

Figures for the previous year, 2018/2019, are given in brackets.

Number of deed packets retrieved and issued: 567 (583) and 10 issues to Fire Service

Number of files retrieved and issued to H.M. Coroners: 27

Number of new deed packets accessioned and indexed: 367 (413)

Volumes of SCC committee minutes catalogued: 10 (21)

### ***Stoke on Trent City Archives***

The cataloguing of current accessions has been the main focus of cataloguing work over the past year, in tandem with working through the accessions backlog

## Preservation and Conservation

### *The Preservation volunteer group*

For most of the year the group have been working on the cleaning and repackaging of Glebe Terriers. This a dirty job, at some time in the past the documents had been stored in an office with an open fire, subsequently they are covered with a fine layer of soot!

Since January the group transferred to a new project, this is the packaging of fragile and delicate volumes in the William Salt collection in preparation for the move into storage during the redevelopment of the Library and Record office. Each volume is measured and has a bespoke four-flap enclosure made for it of archival manila.

### *Conservation programme*



- Stoke City Archives  
Minton Pottery; nine art designs for pottery, cleaned, mounted and window matted for exhibition in the Walters Art Museum USA.
- Bradford Exemption project.  
Work continued on this project with 22 files of material being removed from old poor-quality housing and being cleaned and repackaged into archival quality material, saving five shelves of space.
- Exhibitions
- For County Buildings; “Victoria 200 years”, “Distinctively Staffordshire” and “A Year in Review”
- For the LARC, ‘Distinctively Staffordshire’ and Pushing up Daises’.
- William Salt Library  
A major project is underway as a memorial to Beryl Holt, erstwhile Chair of Berkswich History Society, this is the conservation and binding of bs 1549/1 Staffordshire Parishes Newscuttings. Conservation of the 100 pages of cuttings and preparation for binding has been carried out by the SRO conservator, the volume will be sent out for binding when the current emergency situation allows.

### Conservation statistics

2019/20

Paper leaves treated	459
Parchment membranes repaired	30
Maps and Plans repaired and bound	33

Volumes Bound	15
Items mounted for Exhibition	203
Miscellaneous items treated	47

Developing skills in the Conservation field

The Senior Conservator gave a tutorial on blade and tool sharpening to the North West region of Society of Bookbinders.

## Performance

The Joint Archive Service works to a three year forward plan and developed a ten-year vision in 2015 which was reviewed in 2018. 2019–20 is the first year of delivery of the revised plan. The key objectives are focused on:

- ❖ Developing an active partnership approach.
- ❖ Delivering resilience and sustainability.
- ❖ Reaching and engaging with a wide range of people and building new audiences.
- ❖ Sharing knowledge across the UK.
- ❖ Increasing our online presence and remote access.

The Archive and Heritage Service collects detailed statistics about all areas of its work shown at Appendix 1 to the report. This covers personal use, distance use and online use of the service. There are five local performance indicators which the service measures against:

1. Use of the service
2. Attendances at events, talks, education and community visits
3. Volunteer hours
4. Customer satisfaction
5. Collecting activity

During 2019/2020 the service has seen falls in the use of the service (both personal and online). The decline in personal visits is by 12% but when adjusted due to the lockdown it is 5%. This continues a national trend across archive services. The service encourages users to access material which has been digitized and online through Find My Past or Ancestry.com. Online use has also seen a dip although this is partly explained by a change in the collection of data for the online catalogue which resulted in a drop of 48%. Overall use of the service increased by 16% due to continuing high number of views of Staffordshire content on Find My Past.

Attendances at events was much lower compared to the previous year during the Staffordshire History Centre project development phase.

Volunteer hours were down by 9% on the previous year. During February to March the service saw lower numbers of volunteers and visitors prior to the suspension of the service.

Customer satisfaction was measured through the distance user service. High levels of 96% were rated for the enquiry service and advance information.

Collecting activity was back up by 4.5% compared to the previous year.

Service figures have been more difficult to interpret due to falls in use during February-March 2020 prior to the introduction of lockdown.

## Acknowledgements

Without the support, dedication and sheer hard work of our staff and volunteers the Archive and Heritage Service could not deliver such a wide range of work all towards the aim of bringing archives to the widest audience possible. The support from members of the Joint Archive Committee is also very much appreciated. I would like to thank everyone for their contribution in 2019-2020.

### Staff

Staffordshire Record Office: Matthew Blake, Laura Clarke, Ben Cunliffe, Howard Dixon, Tim Groom, Cara Hughes (left March 2020), Rebecca Jackson, Beryl Jones, Catherine Nichols, Richard Nichols, Julie O'Neill, Liz Street, Bev Sutherland, Mel Williamson.

Lichfield: Kevin Briggs, Anita Caithness, Jenny Lewis, Henrietta Martinez, Joanne Peck.

Stoke on Trent City Archives: Liz Cooper (left March 2020), Andrew Dawson, Louise Ferriday, Chris Latimer (left March 2020), Moira Lewis, Mandy Pover.

William Salt Library: Dominic Farr.

County Museum: Chris Copp, Helen Johnson, Mel Williamson, Howard Dixon.

### Volunteers (135)

Denise Allman, Judith Aston, Peter Baines, Ken Barlow, Diane Barre, Margaret Beard, John Bennett, David Bennion, Melvin Bourne, Val Bourne, David Brass, Jan Bray, Patrick Brough, Pete Bryan, Ann Bugge, Paulina Burgess, Brian Cooper, Eleanor Copp, Trevor Cotton, Andy Crews, Jennifer Davies, John Dawkins, Tony Degg, Ian Denny, Lily Douglas, Lucy Dover, Helen Edensor, Heather Edgeley, Martin Elkes, June Ellis, Nesta Farrow, Ann Fisher, Vicki Fox, Frank Foy, Jo Foy, Jacqueline Fradley, Val Gannon, Andrew George, Anne George, Karen Gething, Joe Gibson, Stephen Gidley, Faith Glennon, Neave Goldspink, Barry Gratton, Anna Gregg, Sue Gregory, Juliet Guest, Pete Gurney, Peter Hambley, Clare Hannon, Peter Harding, Jennifer Harris, Sandra Hassall, V Haviland, Abigail Hayter, Beverley Henderson, Diana Hill, Caroline Hillman, Nathan Hine, Maureen Hipkiss, Diane Hitchcock, Val Hollins, Beryl Holt, Judy Hubble, Bob Jones, Joyce Jones, Lesley Jones, Lyn Kightley, Margaret King, Janet Kisz, Randle Knight, Susan Large, John Leech, Lindsay Lorenz, Jenni Maslin, Nigel Maus, Julia McBride, Jean Meredith, Lester Meredith, Bob Metcalfe, Christine Millard, Norman Moir, Geoffrey Moluneux, Caroline Nash-Smith, Liz Newman, Joshua Newton, Paul Niblett, Katryn Phillips, James Pilpel, Pamela Pilpel, Ariadne Plant, Joy Pownall, David Prescott, J Preston, Dave Price, Malcolm Price, Sandra Probert, Christine Reynolds, Glenys Richards, Ceris Roberts, Bob Robinson, Shelley Robotham, Adelle Rountree, Esme Rowson, Saffron Sadhu, Rosemary Sawyers, Audrey Screen, Diane Shenton, Jacqui Simkins, Mike Simpson, Ian Small, Liberty Smith, Daniel Stubbs, Jim Sutton, Hilary Tilstone, Richard Totty, Dave Tovey, Angela Velu, Sue Walker, Jane Waltho, Collin Webb, Alan Wiggins, Janet Williams, Rebecca Williams, Ray Wilson, Sarah Winchester, Richard Woodward, Les Woolley, Pam Woolliscroft, Natasha Yardley.

## **Friends of the Archive Service (FoSSA)**

Our thanks to the committee and members for their support throughout the year: Dianne Barre, Andrew George, Sue Gregory, Val Gannon, Gay Lawrence, Malcolm Price, Andrew Sargent, Richard Totty.

### **Joint Archive Committee 2019-2020**

Elected members of Staffordshire County Council: Gill Heath (Chair), Gill Burnett, Mike Davies (Observer).

Substitute members: Mark Sutton, Mark Winnington, Janet Eagland

Elected members of Stoke on Trent City Council: Lorraine Beardmore (Vice-Chair)

Substitute member: Janine Bridges

## Appendix 1

### Part 1: Public Service Statistics – Financial Year 2019/2020 (2018/2019 in brackets)

	STAFFORD	STOKE	BURTON	TOTAL
<b>PERSONAL USE OF ARCHIVE SERVICE</b>				
Total number of individual visits	3,476 (4,236)	1,791 (2,068)	164 (190)	5,431 (6,494)
Total number of new registrations and renewed registrations	469 (502)	71 (86)	N/A	540 (588)
Total number of documents produced	152 (167)	N/A	N/A	152 (167)
Total number of Ordnance Survey maps produced for consultation	11,769 (12,725)	898 (994)	N/A	12,667 (13,719)
Total number of local studies items produced for consultation	494 (976)	276 (273)	5 (12)	775 (1,261)
Total number of microfilms/fiches/CDRoms consulted	N/A	1,026 (1,428)	315 (146)	1,341 (1,574)
<b>DISTANCE USE OF ARCHIVE SERVICE</b>	844 (1,640)	2,163 (2,184)	324 (272)	3,331 (4,096)
Total number of email/postal enquiries	2,328 (2,234)	715 (919)	N/A	3,043 (3,153)

Total number of telephone enquiries	1,109 (1,750)	695 (926)	Not recorded	1,804 (2,676)
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### REPROGRAPHICS SERVICES

Total number of photocopies/ microprints supplied and total number of orders (including scanning)	1,159 (1,169)	267 (393)	N/A	1,436 (1,562)
	299 (337)	45 (76)	N/A	393 (413)

Total number of photographic orders	113 (73)	N/A	N/A	113 (73)
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Total number of annual photographic permits issued	1 (9)	5 (1)	N/A	6 (10)
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Total number of daily photographic permits issued	193 (327)	43 (41)	N/A	236 (368)
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Total number of self-service microprints	(91)	496 (933)	N/A	(1,024)
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### RESEARCH SERVICES

Total hours of research for the public, and	72 (112)	20.5 (22.5)	N/A	92.5 (134.5)
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total number of orders	107 (189)	10 (18)	N/A	117 (207)
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### ONLINE USE OF ARCHIVE SERVICE

Total number of website visitor sessions	Not applicable	Not applicable	N/A	47,386 (54,802)
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Total number of visitor sessions to online catalogue	Not applicable	Not applicable	N/A	21,205 (40,584)
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Total number of visitor sessions on Staffordshire Name Indexes website	Not applicable	Not applicable	N/A	15,305 (17,939)
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**OUTREACH ACTIVITY**

Total number of attendees at Archive Service events	Not applicable	Not applicable	N/A	659 (1,351)
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Total number of volunteer hours				5,112 (6,308)
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**Part 2 Performance Monitoring against Service Targets– Financial Year 2019/2020 (2018/2019 in brackets)**

		Stafford	Stoke
Postal/email enquiries (simple)	Reply within 5 working days	100% (100%)	96% (97%)
Postal/email enquiries (complex)	Reply within 20 working days	100% (100%)	N/A
Photocopy orders	Reply within 8 working days at Stafford, Lichfield Reply within 6 working days at Stoke	98 (99%)	100% (100%)
Accession receipts	Sent out within 12 days	(100%)	100% (94%)

### Part 3 Archive Service Local Performance Indicators 2019/2020

Local performance indicator	Outturn 2018/2019	Target 2018/2019	Outturn 2019/2020
<b>Use of Service</b>			
1. Usages of the Archive Service			
- Personal visits	927,998	982,000	1,085,369
- Online visits			
- Email, postal and telephone enquiries and orders			
<b>Engagement with the Service</b>			
2. Attendances at			
- Events and celebrations	1,351	1,500	659
- Talks by our staff			
- Educational and community group visits to our offices			
Number of volunteer hours	6,308	6,000	5,112
<b>Customer satisfaction</b>			
4. Percentage of users expressing satisfaction with overall services and facilities (= very good/good survey marks)	100%	98%	96% (for distance use)
<b>Collecting activity</b>			
5. New archival collections and unconcluded negotiations with donors or depositors	155	150	162





Staffordshire Archives and Heritage Service

Risk Register 2020-2021

	Likelihood	Impact	Score	Mitigations
1	2	2	4	Continuous monitoring of environmental controls. Bi-annual checks of air conditioning equipment. Prompt contact with property services and contractors. General Risk Assessments updated annually
2	1	3	3	Fire detection systems: incl high sensitivity detection in all strongrooms, linked to central monitoring station. Weekly testing. Quarterly checks. Prompt reporting of faults. Fire Risk Assessment reviewed annually. Insurance for conservation following emergency which is reviewed annually.
4	2	2	4	Secondary packaging of vulnerable material. Weekly visual inspection of buildings. Flood detection systems at outstore and in SRO basement. Prompt reporting of faults. Insurance for conservation following emergency which is reviewed annually.
5	1	2	2	Security systems: incl intruder alarm systems linked to central monitoring station, CCTV systems where appropriate. Weekly visual inspection of exterior of building. Faults reporting procedure
6	1	3	3	CCTV in place in all reading rooms. Continuous supervision of reading room by staff. Controlled issue and return of documents. Registration of readers. Code of Conduct for Readers. Terms of deposit insurance clause.
7	1	2	2	Correct manual handling. Vehicle security. Provision of mobile phones for staff use. Insurance for documents while in transit by staff / others
8	2	2	4	Secure digital repository. Restricted access with no ability to delete. Full documentation of digital archives upon accession Collection of information about file formats, dates created through use of DROID programme. Use of stable, well documented, open formats. Fixity checking and migration.
9	1	2	2	Full documentation of ownership of collections. Terms of deposit of collections including compensation clause. Service fundraising strategy and guidelines
10	1	2	2	Appropriate professional knowledge and qualifications of conservators. Continuing CPD. Adherence to BS 4971 (2002)- Repair and Allied Processes for the Conservation of Documents.
11	1	2	2	Provision of mobile phones for staff use. Liaison with building manager. Assessment of risks associated with the venue to be used for the event. Assessment of risks associated with tasks and activities undertaken.
12	1	2	2	Staff Guidelines for Lone Working. Provision of mobile phones for staff use
13	1	3	3	Induction training. Assessment of risks associated with tasks allocated. Supervision of placement. Staff awareness of child protection issues. CRB checks for staff responsible for managing placements.
14	1	3	3	Follow PHE guidance. Regular handwashing. Introduction of social distancing. Identify minimum staff levels. Identify individual staff risks and vulnerable conditions. Regular review of Business Continuity Plan and plans for emergency closure. Ensure all staff have access to ICT to maintain remote services and digital offer. Maintain emergency call out list. Full risk assessment produced with H&S team.
15	1	2	2	Induction training. Volunteers are informed of the procedures for emergency evacuation, first aid provision, manual handling, health and safety, guidelines for safe use of equipment. Risk assessment of all tasks allocated. Supervision of volunteers.
16	2	2	4	Deliver Staffordshire History Centre project. Ensure members are informed of progress, risks and alternative plans. Ensure key staff are identified to work on the project. Ensure public awareness of the project and vision behind it.
The likelihood of the risk occurring on a scale of 1-3: 1<25%; 2 =25% to 45%; 3>45%				
The impact the risk would have if it where to occur, on a scale of 1-3 affecting collections, people, services, buildings and forward planning.				



Local Member Interest	Nil
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**STAFFORDSHIRE AND STOKE ON TRENT JOINT ARCHIVES COMMITTEE**

**23<sup>rd</sup> June 2020**

**JOINT ARCHIVE SERVICE – 2019/20 FINAL OUTTURN and PREDICTED OUTTURN 2020/21**

**Recommendation(s)**

1. That this report informing the Joint Committee on the Final Net Revenue outturn for the Joint Archive Service for 2019/20 is received and noted.
2. That the report updated the Joint Committee of the current 2020/21 net revenue budget position.

**Joint report of the Director of Finance & Resources and the City Director of Resources - Assistant Chief Executive**

**Reasons for Recommendations**

3. The final net revenue outturn for Joint Archive Service is an overall overspend £0.175m at the end of the 2019/20 financial year.
4. The partnership continues to hold significant reserves totalling £0.370m. This includes:
  - The General Reserve currently holds a balance of £0.303m
  - The Archive Acquisition Reserve remains unchanged with a balance of £0.057m.
  - A specific reserve of £0.010m for Art Fund grant (Minton)

The 2019/20 overspend of £0.175m has this year been absorbed within the wider Council outturn positions and has not been charged to reserve balances, thus protecting the level of reserves now carried forward.

**Background**

**Final Net Revenue Outturn 2019/20**

5. The final net revenue outturn for the Joint Archives Service is set out in *Appendix 2*. The Joint Archive service's net spend was £0.809m compared to the approved budget of £0.634m to produce an overall overspend of £0.175m. This shortfall has been absorbed within the wider Council outturn positions and has not impacted on the level of reserves.

6. The overspend includes £0.190m on employee costs mainly a result of delayed delivery of savings through the planned reorganisation of the archives and heritage service. This was offset by additional income of £0.015m

## **Reserves**

7. The Joint Archive Service currently hold as at the end of 2019/20 three reserves totalling £0.370m and set out in *Appendix 3*. This is made up of:
  - The General Reserve currently has a balance of £0.303m
  - The Archive Acquisition Reserve, which enables the Joint Archive Service to purchase local collections for the benefit of archives users in both the City and the County, currently holds a balance of £0.057m which has remained unchanged for several years; and
  - The Art Fund Grant (Minton) of £0.010m

## **Predicted Net Revenue Outturn 2020/21**

8. The detail of the 2020/21 net revenue outturn for the Joint Archive Committee can be found as *Appendix 4* to this report.
9. To date, the Joint Archives net spend is currently £0.126m, nearly 20% of the current net revenue budget of £0.655m. Latest forecast is for an overall overspend of £0.129m this year as follows:
  - Core services; £0.074m overspend, largely a result of delayed delivery of savings through the planned reorganisation of the archives and heritage service
  - Staffordshire County Council sites and public services; £0.055m overspend, largely a result of delayed delivery of savings through the planned reorganisation of the archives and heritage service
  - Stoke-on-Trent sites and public services; a small underspend of £0.020m is currently anticipated and is assumed will be transferred to reserves at year end to provide, overall, for a £breakeven budget

If this overspend is realised at financial year end, the balance will be covered by Staffordshire County Council.

10. It is currently forecast that the remaining reserves at the end of 2020/21 available for use will be c £0.350m, around £0.020m less than the current balance. This assumes in 2020/21:
  - transfer into reserve of the Stoke-on-Trent underspend; £0.020m
  - Completion of air conditioning works at Stoke-on Trent; (£0.030m)
  - full use of the Art Fund Grant – Minton; (£0.010m)

**Equalities implications:**

No significant implications.

**Legal implications:**

For 2019/20, the Joint Archive Agreement budget will be subject to an annual Audit and return.

A review of the current Joint Agreement.

**Resource and Value for money implications:**

The Joint Agreement budget is monitored regularly throughout the year.

**Risk Implications:**

No significant implications.

**Climate Change Implications:**

No significant implications.

**Health Impact Assessment screening:**

No significant implications.

**Report author:**

Author's Name: Anthony Humphreys,  
Strategic Finance Business Partner (Decision Making)  
Telephone No: (01785) 278219  
Room Number: Finance Unit, Staffordshire Place 1

**List of Background Papers**

Joint and Other Archive Services 2019/20 & 2020/21 budget file.

**Joint Archives Service: Outturn 2019/20**

**Appendix 2**

	Core Services			Staffordshire County Council Sites and Public Services			Stoke-on-Trent City Council Sites and Public Services			Total for Service		
	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance
	£	£	£	£	£	£	£	£	£	£	£	£
<b>Expenditure</b>												
Employees	280,980	369,972	88,992	211,580	308,739	97,159	124,700	127,997	3,297	617,260	806,708	189,448
Training	240	0	-240	0	0	0	900	0	-900	1,140	0	-1,140
Transport	820	1,272	452	100	734	634	300	24	-276	1,220	2,030	810
Supplies & Services	4,520	4,566	46	18,000	10,465	-7,535	19,200	27,697	8,497	41,720	42,728	1,008
<b>Total Expenditure</b>	<b>286,560</b>	<b>375,811</b>	<b>89,251</b>	<b>229,680</b>	<b>319,938</b>	<b>90,258</b>	<b>145,100</b>	<b>155,718</b>	<b>10,618</b>	<b>661,340</b>	<b>851,466</b>	<b>190,126</b>
<b>Income</b>												
Grants & Reimbursements	0	350	350	0	0	0	200	14,156	13,956	200	14,506	14,306
Sales	0	0	0	9,150	7,030	-2,120	400	304	-96	9,550	7,334	-2,216
Fees & Charges	0	0	0	9,160	12,084	2,924	1,900	3,491	1,591	11,060	15,575	4,515
Miscellaneous	3,220	2,100	-1,120	3,540	2,966	-574	0	0	0	6,760	5,066	-1,694
<b>Total Income</b>	<b>3,220</b>	<b>2,450</b>	<b>-770</b>	<b>21,850</b>	<b>22,080</b>	<b>230</b>	<b>2,500</b>	<b>17,951</b>	<b>15,451</b>	<b>27,570</b>	<b>42,481</b>	<b>14,911</b>
<b>Net Expenditure</b>	<b>283,340</b>	<b>373,361</b>	<b>90,021</b>	<b>207,830</b>	<b>297,857</b>	<b>90,027</b>	<b>142,600</b>	<b>137,767</b>	<b>-4,833</b>	<b>633,770</b>	<b>808,985</b>	<b>175,215</b>

**Overspend 175,215**

**Joint Archives Service: Reserves**
**Appendix 3**

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
<b><u>General Reserve</u></b>			
Balance brought forward 1 April 2019	271,524	25,942	297,466
<b>2019/2020 Transactions</b>			
New Burdens grant funding	1,364		1,364
Staffordshire History Centre - match funding	-4,000		-4,000
Correction of 2018/19 underspend		7,829	7,829
<b>Subtotal (balance as at 31 March 2020)</b>	<b>268,888</b>	<b>33,771</b>	<b>302,659</b>
<b>Future Transactions</b>			
Air Conditioning - approved in 2019/2020		-30,000	-30,000
Forecast Underspend in 2020/2021		20,400	20,400
<b>Balance Available (as at 31 March 2021)</b>	<b>268,888</b>	<b>24,171</b>	<b>293,059</b>
<b><u>Acquisition Reserve</u></b>			
Balance brought forward 1 April 2019	57,542	0	57,542
<b>2019/2020 Transactions</b>			
			0
<b>Subtotal (balance as at 31 March 2020)</b>	<b>57,542</b>	<b>0</b>	<b>57,542</b>
<b>Future Transactions</b>			
			0
<b>Balance Available (as at 31 March 2021)</b>	<b>57,542</b>	<b>0</b>	<b>57,542</b>
<b><u>Art Fund Grant - Minton</u></b>			
Balance brought forward 1 April 2019	0	10,301	10,301
<b>2019/2020 Transactions</b>			
			0
<b>Subtotal (balance as at 31 March 2020)</b>	<b>0</b>	<b>10,301</b>	<b>10,301</b>
<b>Future Transactions</b>			
Art Fund Grant - Minton Archive		-10,301	-10,301
<b>Balance Available (as at 31 March 2021)</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>			
<b>Balance at 31 March 2020</b>	<b>326,430</b>	<b>44,072</b>	<b>370,502</b>
<b>Forecast Balance at 31 March 2021</b>	<b>326,430</b>	<b>24,171</b>	<b>350,601</b>

**Notes:**

£30k approved spend for air conditioning at Stoke-on-Trent is delayed until 2020/2021

**Joint Archives Service: Forecast Outturn 2020/21**

**Appendix 4**

	Core Services			Staffordshire County Council Sites and Public Services			Stoke-on-Trent City Council Sites and Public Services			Total for Service		
	Current Budget	Actual Expenditure @ May-2020	Predicted Outturn	Current Budget	Actual Expenditure @ May-2020	Predicted Outturn	Current Budget	Actual Expenditure @ May-2020	Predicted Outturn	Current Budget	Actual Expenditure @ May-2020	Predicted Outturn
	£	£	£	£	£	£	£	£	£	£	£	£
<b>Expenditure</b>												
Employees	266,170	58,678	339,035	230,690	49,837	275,489	141,600	14,314	121,200	638,460	122,829	735,724
Training	240	0	240	0	0	0	900	0	900	1,140	0	1,140
Transport	820	84	820	100	0	100	300	0	300	1,220	84	1,220
Supplies & Services	4,520	519	4,520	18,150	276	18,150	19,200	2,250	19,200	41,870	3,045	41,870
Transfer to Reserve	0	0	0	0	0	0	0	0	20,400	0	0	20,400
<b>Total Expenditure</b>	<b>271,750</b>	<b>59,281</b>	<b>344,615</b>	<b>248,940</b>	<b>50,113</b>	<b>293,739</b>	<b>162,000</b>	<b>16,564</b>	<b>162,000</b>	<b>682,690</b>	<b>125,958</b>	<b>800,354</b>
<b>Income</b>												
Grants & Reimbursements	0	0	350	0	0	0	200	0	200	200	0	550
Sales	0	0	0	9,290	108	3,516	400	0	400	9,690	108	3,916
Fees & Charges	0	0	0	9,300	37	6,519	1,900	0	1,900	11,200	37	8,419
Miscellaneous	3,270	0	2,100	3,600	89	1,483	0	0	0	6,870	89	3,583
<b>Total Income</b>	<b>3,270</b>	<b>0</b>	<b>2,450</b>	<b>22,190</b>	<b>235</b>	<b>11,518</b>	<b>2,500</b>	<b>0</b>	<b>2,500</b>	<b>27,960</b>	<b>235</b>	<b>16,468</b>
<b>Net Expenditure</b>	<b>268,480</b>	<b>59,281</b>	<b>342,165</b>	<b>226,750</b>	<b>49,878</b>	<b>282,221</b>	<b>159,500</b>	<b>16,564</b>	<b>159,500</b>	<b>654,730</b>	<b>125,723</b>	<b>783,886</b>

**Predicted Overspend 129,156**

<b>Members Interest</b>
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee  
23 June 2020**

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**Staffordshire and Stoke on Trent Archive Service: Staffordshire History Centre  
Project Update**

**Recommendation(s)**

1. That the committee notes the update on the Staffordshire History Centre project.

**Report of Deputy Chief Executive and Director for Families and Communities  
(Staffordshire County Council) and Director of Housing and Community  
Services (Stoke on Trent City Council)**

**Reasons for Recommendations**

**Summary**

2. Work on the Staffordshire History Centre Project has continued to make progress since meeting Joint Archives Committee on 6 February 2020. A review of project work and the programme has been completed informed by the necessary changes resulting from the impact of the COVID-19 pandemic. All public services closed from 23 March and the Archives and Heritage staff have been working from home, however this has this was ensured that the project is able to continue.

3. Changes to the programme and the way work is completed have been discussed with the National Lottery Heritage Fund (NLHF). With their agreement the timetable for submission of the round two application has moved to 23 November assuming enough progress can be achieved.

**Audience research**

4. Two pieces of work have been commissioned to appoint consultants to deliver work for the project. The Audience Agency were appointed to carry out audience research and develop a marketing strategy for the Staffordshire History Centre project. Robin Johnson was appointed to review the learning aspects of the activity plan, with a focus on the work carried out with schools. These consultants started work at the end of February following approval from NLHF.

5. The Audience Agency have been affected by COVID-19 restrictions. They are currently operating a furlough system whereby staff are working in cohorts, three weeks on, three weeks off. This has understandably delayed progress, so the timetable has been extended to the end of July, with capacity to review work post mid-term review. The Audience Agency have completed an initial report using analysis of data from service membership and mailing lists, a total of 776 users.

6. Data has been used to produce mapping sets: pinpoint, drivetime and distance quartile, and drivetime & distance band. This data shows the median drive time is 37 minutes and drive distance 21 miles. 75% of users are within range of 69 minutes/51 miles

7. An Audience Spectrum Profile has been completed: highest percentages are 'Commuterland Culturebuffs', 'Dormitory Dependables', 'Home & Heritage' and 'Trips & Treats' A Mosaic Profile has been produced: highest percentages are 'Country Living', 'Senior Security', 'Prestige Positions' and 'Domestic Success'.

8. This data is now being analysed by the History Centre Core Project Team to feed into the Business Plan and Activity Plan. The Audience Agency will also use the data to inform the Marketing Strategy for the project which they are commissioned to produce.

9. An online survey produced by the Audience Agency was launched on 20 May and is being promoted through all our channels: website, newsletters, social media feeds. We are also using Staffordshire County Council's news feeds. The Audience Agency are sharing via their social media feeds and will be promoting via targeted paid Facebook advertising. By 5 June we had received 302 responses and we are confident we will reach a minimum of 400 respondents. The closing date is 21 June. The Service asks respondents if they are willing to take part in further consultation through focus groups either online or by telephone. Lockdown restrictions permitting, we are planning 'doorstep' in-person interviews to take place in June in Abbots Bromley. Again the data gathered will inform the Business, Activity and Interpretation Plans for the Project.

## **Learning**

10. The contract timetable has been extended until the end of July due to COVID -19 and subsequent difficulties in undertaking and completing work with partners. We have looked at different ways of working with volunteers. A Facebook private group was trialled, but some refused to use it, so a new online Learning Blog was launched with new content several times a week: <https://shcvolunteers.wordpress.com/> . The blog is a way of keeping volunteers engaged and offering learning and development opportunities.

11. Our consultant, Robin Johnson, has made real progress in contacting schools. He has established a good relationship Entrust Education, Staffordshire who work in partnership with local schools, academy trusts and the County Council providing specialist expertise and advice. Entrust are supporting the bid wherever possible - especially in the area of identifying, targeting and contacting potential partner schools.

12. Since the end of March there has been a Staffordshire teacher survey to assess the needs and demands of local schools in order to influence the History Centre's learning programme going forward. The survey link was sent to a list of selected Staffordshire schools, targeting Stafford schools with an over 50% free school meal ratio, and Staffordshire schools with over 50% ESOL speakers on roll. The survey link was also sent out to selected Staffordshire schools by Entrust and a link was put

on the SHC webpage. Feedback has been universally positive from the schools that have so far responded (30 in total) and certain themes and attitudes are becoming clear, such as the need for the new SHC to be a place of 'awe and wonder' for children and the need to offer joined up object, archive and rare book based learning sessions. Full results of the survey will be in the learning plan however the response is encouraging and compliments the aims and objectives of the SHC. The NLHF mentors commented that this was the highest response rate they had seen from schools recently as they are a notoriously difficult audience to engage due to the time constraints for teachers.

13. Seven 'virtual' learning sessions have been written exclusively using images from the collections of Staffordshire Archives and Heritage on the following themes:

- Mystery Staffordshire Objects
- Staffordshire Timeline
- Staffordshire Portraits
- Victorian Stafford gaol
- Discover your local area
- Design your own manuscript
- Create your own coat of arms

In addition a children's evaluation exercise has been drafted for digital use *Just 3 words\_Just 3 Things* which aims to elicit very simple feedback from students.

14. The aim of these pilot activities is to test out some basic concepts of audience engagement techniques with heritage collections and schools. Teachers have been asked to give honest feedback on the sessions so that we can use their opinions to inform the learning plan going forward. Schools have also been asked to confirm that they are happy to work with us on developing sessions further. Once the results of the pilot workshops have been analysed a draft learning plan will be written by the end of June, with time in July set aside for a final report.

## Conservation Plan

15. A review of the Conservation Management Plan (CMP) for the buildings is complete with some minor revisions including:

- Updated section about suggestion to split listing of 18 & 19 Eastgate Street; this was investigated with Historic England and deemed too complex and potentially costly.
- Addition of more emphasis that the project is repair **and conservation and restoration of original features** of the listed building
- Use video and photos to document and record the exposure of the original fabric once bookcases are removed and use this to help interpret the building.
- Make reference to the Access Audit which was completed.
- Include assessing current ecology of garden and investigating potential positive environmental impact.

16. A revised CMP for collections has just been completed by the consultant and is being reviewed by the Core Project Team. Both plans should be completed by the end of June.

## **Design and Interpretation**

17. The Project team have remained in contact with the architects, Pringle Richards Sharratt (PRS), who completed the original design work. They will be completing a review of the design work in line with any changes arising from the audience research, activity and interpretation plans. Some new work has been commissioned to look at the garden and landscape to create a habitat for pollinators and a wildlife corridor. Whilst small in scale it will have a positive effect on the environment and meet both NLHF and Staffordshire County Council environmental outcomes.

18. The project team have discussed a review of the Interpretation Plan with Imagemakers, who were the original designers. This will include consideration of the impact of COVID-19 to future proof spaces should restrictions still be in place or be resumed. It will include more analysis of the customer route through spaces and customer experience. It will include interpretation of the garden and restoration of the William Salt Library building. This work will commence once data from the audience research is finalised.

## **Business and Evaluation Plans**

19. Initial work has begun on the Business Plan and the remaining sections depend on the audience research data, results of the surveys, and work on the Activity Plan. The consultant who worked on the original evaluation plan is on standby to review the plan once more work has been completed on the Activity Plan.

## **William Salt Library collection work**

20. In January additional hours were confirmed for one of the archivists at Staffordshire Record Office to release the Assistant Librarian to focus on preparing the collection for relocation. The Assistant Librarian was cataloguing and relocating items to enable them to be moved as a series. This work was interrupted as public services were closed from 23 March. Some work has continued but not on physical collections. The volunteer preservation work has also ceased.

21. Plans are in place for some staff to return to offices in June subject to a risk assessment being signed off. This will enable some work to resume however the archivist is retiring on 6 July. Volunteers are unlikely to return before the end of the development phase. The team are now assessing whether another member of staff can be allocated additional hours to ensure the preservation work can continue.

## **Timescales**

22. The review of the programme in light of COVID-19 means the new key dates are:

- Presentation of Audience Research to SHC Project Board by Audience Agency 22 July 2020
- Draft reports review by SHC Project Board August 2020
- Mid-stage review late September 2020

- Assuming sufficient progress is achieved submission of Round 2 application 23 November.

The project team continue to meet regularly with NLHF mentors to review progress and the above schedule is subject to change based on their advice.

## **Appendix 1**

### **Equalities implications:**

The National Archives, stakeholders, partners and staff have been involved in development of the project.

### **Legal implications:**

Nominations to the development trust will be confirmed by legal teams in both authorities and taken through the appropriate corporate route.

### **Resource and Value for money implications:**

The delivery of the Staffordshire History Centre will enable the Archive and Heritage Service to achieve a sustainable model for the future and deliver the MTFS saving of £468,000.

### **Risk implications:**

There is a risk that funding will not be secured for any of the options. This will impact upon the accreditation status of the Archive and Heritage Service.

### **Climate Change implications:**

The project balances online access and physical access to services and collections to offer options for remote use and not necessarily travel to multiple locations. Any new buildings will be compliant with modern standards for energy efficiency and minimise impacts on climate change. The project includes elements to improve the outcomes for wildlife and the environment.

### **Health Impact Assessment screening:**

The project will offer opportunities for volunteers to get involved and add value to the service with support and accredited training programmes from staff. Volunteering provides many social benefits for individuals which can impact positively on health.

### **Report author:**

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### **List of Background Papers**

Papers

Contact/Directorate/ext number



<b>Members Interest</b>
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee  
23 June 2020**

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**Staffordshire and Stoke on Trent Archive Service: Impact of COVID-19 on the Service**

**Recommendation(s)**

1. That the committee notes the report on the impact of Covid-19 and plans for recovery.

**Report of Deputy Chief Executive and Director for Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke on Trent City Council)**

**Reasons for Recommendations**

**Summary**

2. The Service has inevitably been impacted by COVID-19 and the introduction of the control measures including social distancing and the lockdown. We have responded to this by adapting our services, our offer and working flexibly.

3. The impact has had negative and positive outcomes as closure of onsite services meant access to collections was withdrawn and face to face engagement and contact with users ceased. Positive developments have been a growth in online engagement which has provided alternative routes of contact for users and volunteers and the potential for sustained development in this area.

**Response to Covid-19**

4. At the end of March both Staffordshire County Council and Stoke on Trent City Council took the difficult decision to close their archive and heritage services. Stoke on Trent City Archives closed on 19 March with Staffordshire Record Office, William Salt Library, Lichfield History Access Point and County Museum offices closing on the 23 March. Shortly after a national lockdown was announced by the UK government.

5. Whilst the physical services closed to the public this did not mean a complete shutdown. Most staff were able to work from home and many had the foresight to copy catalogues and documents enabling work on projects and collections to continue. Limited numbers of staff continued to check the sites to ensure the security of collections and keep the offices operational for use. Team meetings and 1-1s were moved to Skype and Microsoft Teams to ensure staff felt connected and to check in on their wellbeing. The head of service introduced a fortnightly team update for all staff to ensure awareness of the work of colleagues and key messages around response and recovery were shared.

6. A remote enquiry service has been maintained and whilst the number of enquiries is fewer, it has reduced by 25% based on a comparison of Staffordshire Record Office statistics. The number of copying, research and digital orders was more significantly affected as staff were unable to access collections to fulfil requests.

7. Staffordshire County Council and partners established a 'Supporting Vulnerable Self Isolator Cell' to support those in most need. This included establishing a call centre to process requests for emergency food and care, a central food parcel manufacture hub in Stafford, and local District Hubs for food parcel distribution. The Council has then been working with the community to deliver parcels vulnerable self-isolators.

8. 75% of Archive and Heritage Service staff volunteered through the Staffordshire County Council iCount scheme with 40% of them supporting the Vulnerable Self Isolator Cell led by the Library and Arts Service. The small team at Stoke on Trent City Archives also played their part in supporting the response with one member of the team working on the contact centre helpline. For both services the work included:

- Assisting at a district food hub
- Dealing with calls about coronavirus in call centres
- Following up with calls to vulnerable self-isolators to validate data and confirm food supplies
- Shopping for food for vulnerable self-isolators

7. The involvement of staff in the response phase has now significantly reduced as demand for the response has reduced and the service plans for recovery.

### **Increasing online engagement**

8. During the temporary closure, the service focused upon increasing the output of social media, setting up a new volunteers' blog [The Learning Room](#), and producing two newsletters per month instead of one. Initial analysis of statistics has shown:

- Twitter impressions up 65%
- Facebook page views up 236%
- Staffordshire Past Track views up 28%
- Engagement is much more interactive with users commenting more frequently

9. A new YouTube channel was setup for the [Staffordshire History Centre](#) with launch of content timed for Staffordshire Day on 1 May. The channel has received 656 views since its launch. The content includes 'Staffordshire Moments' highlight interesting stories from Staffordshire's history. It also includes 'How to' guides explaining how to search records on Find My Past. These online guides will be extended to aid reopening of onsite services by providing alternatives to staff advice.

10. The Service embraced Staffordshire Day online contributing to the social media feeds of both parent authorities and generating its own content. This generated a spike of impressions on Twitter contributing to the overall increase.

### **Impact on mental health and wellbeing**

10. A recent think piece report by Staffordshire County Council's Recovery Group highlighted the impact of the pandemic on mental health and wellbeing:

*The pandemic has had a considerable impact on mental health and wellbeing, with people reporting increased levels of negative feelings and behaviours - 49% report feeling more anxious/depressed, 38% have slept less/less well, 35% have eaten more/less healthy food, 19% have drunk more alcohol and 19% have argued more with those they live with<sup>1</sup>.*

11. Feedback from volunteers and members of the public about the work of the Service to support wellbeing has demonstrated a positive impact on wellbeing:

*I am writing to thank you and your colleagues for enabling me to continue enjoying the work on place names and transcribing historical documents. I find this activity challenging but an enjoyable way of using my time during the current lockdown period, very good for staying sane when normal life is suddenly cancelled.*

*I do not use Facebook even though I am very confident with new technology so receiving regular newsletters by email has helped me stay in touch and learn about other archives projects and promotions.*

*.....to say how much I appreciate the emails your staff have been sending to volunteers particularly when other in-box messages are so dispiriting. Hope we can get back to normality soon.*

*Thank you for your prompt reply and indeed your service during this difficult time for us all. You're all doing a grand job!*

*Thank you so much for all your help, it's been brilliant reading up about the history of the pub. We can't wait to share it with everyone! Once things are open again we'll be sure to come down and find out some more.*

The feedback has also shown valuable support for local businesses such as pubs using the time to research the history of the premises ready for when they can reopen.

## **Recovery**

12. The service is planning to return cohorts of staff to Staffordshire Record Office, William Salt Library and County Museum offices from 15 June. This depends on the sign off by the Health and Safety team of Covid-19 risk assessments and implementation of social distancing at the sites. This will enable a fuller remote service offer with orders for copies, research and digital photography being able to be fulfilled. Many staff will continue to work from home.

13. The second phase will be the return of an appointments only/restricted numbers public service at Staffordshire Record Office. This will begin at some point from mid-July once social distancing measures and necessary equipment are in place. Risk

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<sup>1</sup> <https://www.ipsos.com/ipsos-mori/en-uk/life-under-lockdown-coronavirus-uk>

assessments are being drawn up to implement measures for staff and members of the public. Stoke on Trent City Archives is working towards resuming services from August as it has two vacancies within the team.

14. Outreach, talks and engagement activities will be restricted to online platforms for the foreseeable future. Onsite volunteering is not planned to restart now and the Service will continue to provide access to online and copied material to facilitate cataloguing, indexing and project research. Free access to Staffordshire content on Find My Past has been negotiated for volunteers to support research for projects whilst the service remains closed.

## **Impact**

15. The most significant impact on the service is the loss of onsite visitors and a corresponding reduction in income. This is estimated to have reduced by 50% however this may improve as more remote services become available.

16. There is a potential loss of onsite volunteers as some may not return to the service; a significant number may fall within the vulnerable isolator/ shielded category. The service will continue to work hard to maintain links with volunteers.

17. The planned restructure of the service was suspended and this will impact on delivery of MTFs. Several resignations and retirements within the service has also meant that there will be a loss of experienced staff.

18. Work was temporarily delayed for several externally funded projects however most funders have been very supportive. There has been flexibility about timescales of projects and extension of completion dates.

## **Next steps**

19. The immediate priority is the return of limited numbers of staff working in cohorts from mid-June. This will enable the resumption of further remote services and implementation of physical adaptations to public services at Staffordshire Record Office. Phased reopening at the Record Office is planned from mid-July dependent on delivery of PPE. Reopening services at Stoke on Trent is planned to take place later from August.

20. The Service will continue its increased digital engagement to support volunteers, engage people who are still self-isolating, and support recovery of remote and physical services. Plans will also be developed for the return of volunteers to the onsite service and further activities to combat loneliness and isolation from September.

## **Appendix 1**

### **Equalities implications:**

Access to the service is now impacted by an individual's ability to access online resources. Access to Find My Past is available for service volunteers and the Library

Service has access to Ancestry for registered library users. Resumption of onsite services will enable wider access where digital access is not an option.

**Legal implications:**

The Service continued to respond to enquiries ensuring compliance with information legislation.

**Resource and Value for money implications:**

The suspension of services has impacted on income with a 50% reduction estimated. It has also delayed the delivery of MTFs savings for Staffordshire County Council.

**Risk implications:**

There was a risk that externally funded projects could be delayed but this has been mitigated through constructive discussions with funders. The National Archives have adopted a flexible approach to Archive Service Accreditation and supported services during this uncertain period. Arts Council England have postponed all Museum Accreditation reviews for a year.

**Climate Change implications:**

With the majority of staff working from home there has been a reduction in travel to the workplace and energy use. However this may be offset by increased heating, lighting and broadband use. Strongrooms have continued to be maintained with essential checks on collections.

**Health Impact Assessment screening:**

Staff wellbeing may have been negatively impacted by isolation and lack of social interaction in the same way that users and volunteers have been affected. Service team meetings have been moved online to Microsoft Teams and all managers encouraged to deliver 1-1s and check in on staff. The head of service produces a fortnightly staff update to ensure all staff are aware of what their colleagues are doing and the collective response and recovery to the pandemic.

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**List of Background Papers**

Papers	Contact/Directorate/ext number
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