

Staffordshire and Stoke-on-Trent Joint Archives Committee

**PLEASE NOTE
TIME AND VENUE
OF MEETING**

Thursday 24 June 2021

13:30

Civic Centre, Glebe Street, Stoke-on-Trent

John Tradewell
Director of Corporate Services
16 June 2021

A G E N D A

1. **Apologies**
2. **Declarations of Interest in accordance with Standing Order 16**
3. **Appointment of Chairman and Vice-Chairman**
4. **Minutes of meeting held on 25 February 2021** (Pages 1 - 8)
5. **Joint Archive Service - 2020/21 Final Outturn and Predicted Outturn 2021/22**
(Pages 9 - 16)

Joint report of the Director of Corporate Services (Staffordshire County Council) and the Director of Strategy and Resources (Stoke-on-Trent City Council).

6. **Staffordshire and Stoke on Trent Archive Service and Staffordshire Archives and Heritage Service: Annual Report** (Pages 17 - 50)

Joint report of Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Strategy and Resources (Stoke-on-Trent City Council)

7. **Staffordshire History Centre Project - Update** (Pages 51 - 52)

Joint report of Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Strategy and Resources (Stoke-on-Trent City Council)

8. **Date of next meeting - Thursday 11 November 2021 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”.

PART TWO

(All reports in this section are on pink paper)

Nil

Membership	
Mark Sutton Lorraine Beardmore	Victoria Wilson

Note for Members of the Press and Public

Filming of Meetings

The Open (public) section of this meeting may be filmed for live or later broadcasting or other use, and, if you are at the meeting, you may be filmed, and are deemed to have agreed to being filmed and to the use of the recording for broadcast and/or other purposes.

Recording by Press and Public

Recording (including by the use of social media) by the Press and Public is permitted from the public seating area provided it does not, in the opinion of the chairman, disrupt the meeting.

Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee meeting held on 25 February 2021

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

PART ONE

11. Declarations of Interest in accordance with Standing Order 16

There were no Declarations of Interest made.

12. Minutes of meeting held on 12 November 2020

RESOLVED – That the minutes of the meeting held on 12 November 2020 be confirmed and signed by the Chairman.

13. Review of Forward Plan 2021

The Committee considered a 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) informing them of the outcome of the 2021 review of the Service's Forward Plan "Staffordshire and Stoke-on-Trent Archive and Heritage Service Vision" (Schedule 1 to the signed minutes). A copy of the proposed revised Forward Plan was appended to the report for Members' information.

The Forward Plan 2015 – 2025 had been approved by the Committee at their meeting on 26 March 2015. Whilst the Archive service had previously worked to a three year planning cycle, the scope of the current plan had been extended to cover ten years having regard to the time needed to deliver some of the changes required and its role in achieving the transformation of the service. However, following a review undertaken at their meeting on 3 April 2018 the Plan was revised to include:- (i) updated context headlines; (ii) an updated list of Partners; (ii) an additional section on the project vision, aims and objectives for the Staffordshire History Centre (SHC) and; (iv) information on collections, buildings, outreach, volunteers, partnerships and resources.

Members learned that a further review of the Plan had recently been undertaken resulting in the following proposed changes:-

- **Background, Partners and Context Headlines** – expand the list of key partners to include:- Staffordshire, Liverpool and Nottingham Universities; (ii) Stafford College (to reflect planned activity in respect of the Staffordshire History Centre Project (SHCP)); (iii) various ceramic collector groups (to reflect their help in the conservation and repairs of collections) and; (iv) The Hub at St Mary's Lichfield (to reflect their involvement in the History Access Point in Lichfield. In addition, mention had been made of the various Friends and volunteer groups who had continued to support the service through the Covid-19 pandemic together with the effect of the outbreak on their numbers and working arrangements.

Expand the Context Headlines to include the vision, aims and objectives of the Staffordshire History Centres.

Amend the Service Point graphic to include the Lichfield History Access Point which had opened in December 2018.

Update the information on collections, buildings, outreach, volunteers, partnerships and resources with current statistics and key achievements including increased on-line access to resources such as Find My Past.

- **Developing an Active Partnership Approach** – Amend the text to emphasise work necessary for the delivery of Phase 2 of the Staffordshire History Centre project. Plans were in place to train 102 volunteers to support implementation of the Activity Plan amounting to 4,803 days with a value of £721,050 over the four-year life of the project.
- **Reaching and Engaging New Audiences** – Revise and simplify the text and include details of the SHCP Activity and Interpretation Plans.

During the discussion which ensued Members queried whether volunteer numbers were expected to recover post the Covid-19 pandemic. In response the Deputy Chief Executive and Director referred to the age profile of former volunteers which had placed them in the most vulnerable category for contracting the disease. As a result, many had stopped volunteering during the pandemic citing the loss of face to face contact as the cause. However, the service would make efforts to boost recruitment and it was hoped that the decline of the pandemic and lifting of the social distancing rules might encourage people to come forward. Also, the progress of the SHCP could attract new unpaid help.

The Board paid tribute to the work of the volunteers to date without whom the significant progress in the various projects and initiatives undertaken by the service in recent years could not have been achieved.

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

(b) That the revised Forward Plan, “Staffordshire and Stoke-on-Trent Archive and Heritage Service Vision” as set out in Appendix 2 to the report, be approved

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

The Committee considered a 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) informing them of the impact of the 2020, 2021 Covid-19 pandemic on the Staffordshire and Stoke-on-Trent Archive and Heritage Service (Schedule 2 to the signed minutes).

Plans for recovering onsite services began during May 2020 using:- (i) national Government guidance; (ii) sector guidance published by The National Archives; (iii)

sharing ideas with other archive services through Archives West Midlands and; (iv) advice from the two Authorities' health and safety teams.

Discussions with staff had informed the development of an Issues Log where matter of concern were identified together with potential solutions. This information informed a Service Recovery Plan and risk assessment using existing corporate templates. The first phase of the Recovery Plan was to enable staff to return to Covid-19 secure offices where guidance and Personal Protective Equipment was made available. Accordingly, Staffordshire Record Office, William Salt Library and the County Museum offices were reopened to staff from 15 June 2020 and Stoke on Trent City Archives was reopened to staff from 22 June 2020.

However, whilst not all of the above sites had reopened to visitors owing to staffing issues and difficulties in implementing social distancing measures, the Staffordshire Record Office opened (on an appointment only basis) on 14 July 2020. In addition, plans were in place for City Archives and the Lichfield History Access Point, St Mary's to re-admit visitors once current lockdown restrictions had been eased. In each case, special measures were in place to ensure compliance with social distancing and hygiene advice. Also, publicity campaigns advised visitors of the new arrangements and what to expect during their appointments.

The response to the reopening of onsite services had been overwhelmingly positive although actual in-person visitor numbers had varied. During the period up to 29 December 2020 there were 168 visits out of a possible 260 which corresponded to a 65% occupancy rate. The highest take-up of appointments was during July and August 2020 (87%) but this rate declined with the introduction of compulsory face coverings.

Remote access to services such as copying, photocopying and research had been restored from June 2020 with demand increasing following the restoration of on-site services. On-line enquiries experienced an 84% increase during July 2020 when compared to the corresponding period in 2019, with the rate stabilising at 14% by December 2020. Remote orders also increased by 4% when compared to corresponding period in 2019.

During the temporary closure of on-site services, the Archives and Heritage service had focused on increasing output via social media. New initiatives included the setting up a volunteers' blog ('The Learning Room') and increasing the production of newsletters to two per month. The online Palaeography class hosted by lecturer from Keele University Latin Summer school, had continued together with blogs on the use of Staffordshire Past Track, online maps, recent accessions and other features from local libraries. In addition, volunteers had submitted blog pieces on topics including the history of gardening, the social history of medicine, English placenames. The Minton Archive Twitter account started a "tweeted history" of the Minton company together with a round-up of blog posts for those without a Twitter account. The long-standing monthly "Folio Friday" series had continued, with the site's anniversary update, which usually comprised a large catalogue update or feature launch, being spread over 3 months instead.

In 2021 a new "Folio Frivolity" series of daily tweets and fortnightly round-up blogs had been launched highlighting artwork from the Archive's folios. The service had

maintained work on two externally funded projects ie The Staffordshire's Asylums and The Bawdy Courts of Lichfield, the completion dates for which had been extended. The blog for Staffordshire Asylums had remained active with help from volunteers whilst The Bawdy Courts of Lichfield blog research group had met on-line with weekly posts being generated. Both blogs had proved to be very popular with 10,560 and 4,443 views respectively since June 2020.

Maintaining engagement with volunteers during the pandemic been challenging. Whilst a total of 135 volunteers had supported the service in 2019/20, 45 had continued to work with the team from April 2020. However, staff had provided copies of materials and tried several methods to keep in touch including by email, the Facebook group, telephone, and on-line meetings. It was clear how important face-face meetings were to volunteers and plans were in place to re-engage with them once restrictions permitted.

All staff had been supported to work from home since the start of the pandemic which had enabled significant progress to be made on cataloguing collections and making more information available on-line. Over 16,000 new entries had been added from in excess of 700 separate accessions.

The Archives and Heritage Service in partnership with Staffordshire Library Service had engaged with residents from across the County to create a lasting record of the Covid-19 pandemic. 'Lockdown Memories' explored the impact of the pandemic and social distancing measures on the lives of Staffordshire people and communities. An online questionnaire was launched in August to gather stories and testimonies about people experiences following which contributions were received from schools, local history groups and individuals of all ages. Many had also offered to donate photographs, drawings, and documents. Finished artwork, donated items, memories and poems will all form part of a 'Lockdown Memories' exhibition in due course.

A similar online appeal 'Collecting during Coronavirus' was launched in June 2020 by Stoke-on-Trent City Archives and Stoke-on-Trent's Museum Service.

A successful bid to the West Midlands Museum Development Recovery Grants scheme enabled work on Lockdown Memories with a poet and visual artist in order to run a series of workshops in late 2020. Those involved had created poems and 'memory maps' based on their experiences of lockdown which would be made available on-line in February and March 2021. Unfortunately, a planned follow-on digital creative writing project had been postponed owing to the return of lockdown restrictions in January 2021.

Overall, the impact of the 2020/21 Covid-19 pandemic on the service had been both negative and positive. The reduction in onsite visitors had reduced income by an estimated 25% and the loss of onsite volunteering and engagement activities had also been difficult for both the service and its volunteers. Whilst some contact had been maintained great efforts would need to be made to recruit and re-engage volunteers once restrictions had ease. However, online activity and engagement had increased although this has been difficult to maintain whilst also recovering physical and remote services. Also, externally funded projects had been delivered following the extension of deadlines.

Staff had adapted well to homeworking and the planned restructure of the service which had been delayed was being implemented.

During the discussion which ensued Members paid tribute to the work of the Archive and Heritage service and dedication of its staff during the pandemic. They welcomed progress made in the use of digital technology and the contribution of the service in helping residents cope with lockdown restrictions. In response to a question regarding 'Lock-Down Memories', the Deputy Chief Executive and Director said that she hoped an exhibition would be included as part of the opening of the new Staffordshire History Centre. However, alternative arrangements would be made if this could not be arranged.

RESOLVED – That the report be received and noted.

15. Predicted Outturn 2019/21 and 2021/22 Revenue Budget

The Committee considered a joint report 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 2020/21 and proposed 2021/22 net revenue budget (schedule 3 to the signed minutes).

Members noted that a spend of £777,152 was predicted against an approved budget of £613,830 which resulted in an estimated overall overspend of £162,322 comprising:- (i) Core Services - £71,000; (ii) Staffordshire County Council Sites and Public Services - £92,000 and; (iii) Stoke-on-Trent Sites and Public Services – (£56,000). However, Staffordshire County Council had confirmed they would fund the overspend in the event that it materialised at the year end.

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 the predicted balances in the Joint Archives Reserves ie:- (i) General Reserve - £107,059; (ii) Acquisition Reserve - £57,542 and; (ii) Art Fund Grant - £0.

With regard to 2021/22, the Joint Archives Service budget was £607,720 comprising £399,520 or 66% from the County Council and £208,200 or 34% from the City Council.

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

(b) That the 2021/22 Joint Archive Service net Revenue Budget be approved.

16. Staffordshire History Centre Project - Update

The Committee considered a report 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 (SHC) Project (schedule 4 to the signed minutes).

Members learned that good progress had been made since their previous meeting including successful completion of the National Lottery Heritage Fund's (NLHF) Mid-Stage Review in December 2020. The Activity Plan had been re-written following intelligence provided by the Audience Research and Learning Plan to include target audiences currently underrepresented in the Audience Profile ie:- (i) Families and Children living within 21 miles/37 minute drive from Stafford; (ii) School Groups in Staffordshire; (iii) university Students and Academics; (iv) Adult Learners in Staffordshire; (v) People from Different Cultures and Backgrounds; (vi) People from Areas of Low Engagement in Staffordshire; (vii) People from Rural Communities in Staffordshire; (viii) People with Early On-set Dementia and; (ix) Voluntary Youth Groups in Staffordshire.

The Project Design Team had produced an updated design report to include a new garden with planting with planting to promote increased biodiversity. In addition, storage capacity work had been undertaken to increase storage capacity from two to four floors and submission of a revised Planning Application. A decision on this Application was expected before May 2021 ie prior to further consideration of the Project by NLHF. Also, an Access Strategy had been commissioned to cover physical and intellectual access across the building, activities and interpretation.

The Project contractor had revised the Interpretation Plan to include interpretation of the garden and restoration of the William Salt Library building. Following feedback from the Heritage Fund at the mid-stage review the content of the plan had been rewritten by the staff team to reflect the changes in the Activity Plan.

A Covid-19 impact assessment had been produced in-house which focused on how the building, exhibition, and visitor spaces could be used if social distancing measures were still in place when the Centre opened.

The Business Plan had been written following intelligence from audience research, market analysis, the Activity Plan and strategic context to include updated cashflow and income projections.

The Monitoring and Evaluation Plan had been revised to take account of changes made to the Activity, Interpretation, Design and Business Plans by extending it to include an evaluation of the capital works involved in the Project.

The Cost Plan had been updated and tested to reflect recent quotations received adjusted rates of inflation and the need to provide contingency arrangement where necessary. In addition, further funding had been secured from the County Council and William Salt Library Trust to accompany the additional resource identified from the Archive and Heritage Service budget, as follows:-

Cost heading	Description	Total
Capital costs	Construction, interpretation, website, equipment and fit out	£5,010,900

Other costs – activities	Staff costs, activities, equipment, materials, training and travel	£516,200
Other costs	Recruitment, publicity and promotion, evaluation, contingency, inflation, increased maintenance and management costs, non-cash contributions, volunteer time	£1,621,500
Total		£7,148,600

With regard to timescales, it was expected that a Round Two application would be submitted to the NLHF on 1 March 2021 with a decision expected in June 2021. Subject to permission being granted, the project would then commence in October 2021.

During the discussion which ensued Members recognised the importance of engaging with families and children as reflected in the revised Activity Plan. In reply to a question, the Deputy Chief Executive and Director confirmed that whilst the 2020/21 Covid-19 Pandemic had prevented visits by school groups owing to a lack of social distance compliant accommodation, staff had made visits to a number of schools. However, it was hoped that further progress would be made following the lifting of lockdown restrictions and with the assistance of Entrust, the County Council's education and skills support services partner.

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

(ii) That the further progress made in the Staffordshire History Centre Project be welcomed.

17. Staffordshire and Stoke on Trent Archive Service: Tamworth Castle Archive

The Committee considered a joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and the Director of Housing and Community Services (Stoke-on-Trent City Council) regarding the future of the Tamworth Castle Archive (schedule 5 to the signed minutes).

In November 2020 Tamworth Borough Council approached the County Council regarding the Archive which included several locally and regionally significant collections relating to the history of the town. Subsequently, advice and guidance were provided by the Archive and Heritage Service together with assistance to repackage the collections, improve storage conditions and compile inventories. Discussions between the two authorities had also resulted in an agreement to work together to assess the long-term future of the Archive and its location.

Members learned that an application had been made to the National Archives Covid-19 Emergency Fund to support this work. However, the Authority had recently been notified that the application had been unsuccessful. Feedback on the bid was expected from the National Archive in March 2020.

Whilst future plans for the archive collection had not yet been confirmed, both authorities were committed to improving public access to the resource which might mean the

collections being moved to Stafford, the Archive and Heritage Service would ensure accessibility through, for example, exhibition loans, digitisation, and a comprehensive catalogue on the online catalogue.

In the discussion which ensued members expressed their disappointment that the application for grant aid had been unsuccessful. However, they were hopeful agreement could be reached by the two Authorities to secure the future of the Archive and improve access to it be members of the public.

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

(b) That a further update on the future of the Tamworth Castle Archive be provided to the Committee following confirmation of the plans with Tamworth Borough Council.

18. Date of next meeting - Thursday 10 June 2021 at 10.30 am, Virtual/on-line (provisional)

19. Exclusion of the public

RESOLVED – 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”.

PART TWO

20. Exempt minutes of meeting held on 12 November 2020

RESOLVED – That the exempt minutes of the meeting held on 12 November 2020 be confirmed and signed by the Chairman.

Chairman

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

24th June 2021

JOINT ARCHIVE SERVICE – 2020/21 FINAL OUTTURN and PREDICTED OUTTURN 2021/22

Recommendation(s)

1. That this report informing the Joint Committee on the Final Net Revenue outturn for the Joint Archive Service for 2020/21 is received and noted.
2. That the report updates the Joint Committee on the current 2021/22 net revenue outturn budget position.

Joint report of the Director of Corporate Services (Staffordshire County Council) and the Director of Strategy and Resources (Stoke-on-Trent City Council).

Reasons for Recommendations

3. The final net revenue outturn for Joint Archive Service is an overall overspend £0.129m at the end of the 2020/21 financial year.
4. The partnership continues to hold significant reserves totalling £0.433m. This includes:
 - The General Reserve holds a balance of £0.365m
 - The Archive Acquisition Reserve holds a balance of £0.058m.
 - A specific reserve of £0.010m from the Art Fund grant for the Minton collection

The 2020/21 overspend of £0.129m 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.

Final Net Revenue Outturn 2020/21

5. The final net revenue outturn for the Joint Archives Service can be found as *Appendix 2* to this report.
6. The Joint Archive service's net spend was £0.743m compared to the approved budget of £0.614m which has produced an overall overspend of £0.129m. This was due to:

- Core services; £0.052m overspend, largely a result of the delayed delivery of savings through the planned reorganisation of the archives and heritage service.
 - Staffordshire County Council sites and public services; £0.077m 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; an underspend of £0.063m due to savings against vacant posts and a reduction in costs associated with the change in service delivery as a result of COVID-19. This was transferred to reserves at year end to provide, overall, for a breakeven budget.
7. This shortfall has been absorbed within the wider Council outturn positions and has not impacted on the level of reserves.

Reserves

8. The Joint Archive Service currently hold as at the end of 2020/21 three reserves totalling £0.433m and set out in *Appendix 3*. This is made up of:
- The General Reserve currently has a balance of £0.365m.
 - 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 £0.058m; and
 - The Art Fund Grant (Minton) of £0.010m
9. During 2020/21 the following transfers were made into the General Reserves:
- £1,125 transferred into Staffordshire County Council General Reserve for the Lockdown Memories project, due to be activities with schools delayed as a result of COVID-19. They will be delivered during 2021/22.
 - £62,524 transferred into Stoke-on-Trent General Reserve because of an underspend against staffing and a reduction in general operational costs as a result of COVID-19.

Predicted Net Revenue Outturn 2021/22

10. The detail of the 2021/22 net revenue outturn for the Joint Archive Committee can be found as *Appendix 4* to this report.
11. To date, the Joint Archives net spend is currently £0.121m, nearly 16% of the current net revenue budget of £0.763m. Latest forecast is for an overall overspend of £0.007m this year as follows:

- Core services; £0.003m underspend, of which £0.004m is as of savings against employee budgets against Staffordshire County Council which is partially offset by £0.001m overspend against Stoke-on-Trent employee costs.
- Staffordshire County Council sites and public services; £0.011m 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 £0.009m is currently anticipated and is assumed that this will cover the £0.001m the forecast overspend against Core Services increased employee costs and the remaining £0.008m will be transferred to reserves at year end to provide, overall, for a breakeven budget.

If the overspend of £0.007m is realised at financial year end, the balance will be covered by Staffordshire County Council.

12. It is currently forecast that the remaining reserves at the end of 2021/22 available for use will be c £0.189m, around £0.244m less than the current balance. This assumes in 2021/22:

- Transfer from Staffordshire County Council general reserve £0.001m for the Lockdown Memories project.
- Transfer from Staffordshire County Council general reserve £0.251m as match funding for the History Centre Project should the project be approved late June 2021.
- Transfer into reserve of the Stoke-on-Trent general reserve underspend; £0.008m.

Equalities implications:

No significant implications.

Legal implications:

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: Nikki Mihajlovic,
Senior Finance Business Partner (Decision Making)
Telephone No: (01785) 854879
Room Number: Finance Unit, Staffordshire Place 1

List of Background Papers

Joint and Other Archive Services 2020/21 & 2021/22 Budget File.
Joint Archives Reserves File.

Joint Archives Service
Outturn Position 2020/2021

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
	£	£	£	£	£	£	£	£	£	£	£	£
Expenditure												
Employees	262,680	318,601	55,921	194,840	275,065	80,225	141,600	96,615	-44,985	599,120	690,281	91,161
Training	240	0	-240	0	0	0	900	0	-900	1,140	0	-1,140
Transport	820	125	-695	5,090	2,268	-2,822	300	0	-300	6,210	2,392	-3,818
Supplies & Services	4,520	1,498	-3,022	7,800	7,079	-721	19,200	2,039	-17,161	31,520	10,616	-20,904
Transfer to Reserve	0	0	0	0	0	0	0	62,524	62,524	0	62,524	62,524
Total Expenditure	268,260	320,224	51,964	207,730	284,411	76,681	162,000	161,178	-822	637,990	765,813	127,823
Income												
Grants & Reimbursements	0	350	350	0	0	0	200	25	-175	200	375	175
Sales	0	0	0	12,360	8,283	-4,077	400	0	-400	12,760	8,283	-4,477
Fees & Charges	0	0	0	3,490	4,335	845	1,900	887	-1,013	5,390	5,222	-168
Miscellaneous	3,270	2,100	-1,170	2,540	6,873	4,333	0	0	0	5,810	8,973	3,163
Total Income	3,270	2,450	-820	18,390	19,491	1,101	2,500	912	-1,588	24,160	22,853	-1,307
Net Expenditure	264,990	317,774	52,784	189,340	264,919	75,579	159,500	160,266	766	613,830	742,959	129,129

Overspend **129,129**

Joint Archives Reserves

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
<u>General Reserve</u>			
Balance brought forward 1 April 2020	268,888	33,771	302,659
2020/2021 Transactions			
Lockdown Memories Project	1,125		0
Air Conditioning - approved in 2019/2020 (On hold)			0
Underspend in 2020/2021 - Sites & Public Services		62,524	62,524
Subtotal (balance as at 31 March 2021)	270,013	96,295	365,183
Future Transactions			
Staffordshire History Centre - match funding	-251,000		-251,000
Lockdown Memories Project	-1,125		-1,125
Forecast underspend in 2021/2022 - Sites & Public Services		8,400	8,400
Balance Available (as at 31 March 2022)	17,888	104,695	121,458
<u>Acquisition Reserve</u>			
Balance brought forward 1 April 2020	57,542	0	57,542
2020/2021 Transactions			
			0
Subtotal (balance as at 31 March 2021)	57,542	0	57,542
Future Transactions			
			0
Balance Available (as at 31 March 2022)	57,542	0	57,542
<u>Art Fund Grant - Minton</u>			
Balance brought forward 1 April 2020	0	10,301	10,301
2020/2021 Transactions			
Art Fund Grant - Minton Archive			0
Subtotal (balance as at 31 March 2021)	0	10,301	10,301
Future Transactions			
Balance Available (as at 31 March 2022)	0	10,301	10,301
Grand Total			
Balance at 31 March 2021	327,555	106,596	433,026
Forecast Balance at 31 March 2022	75,430	114,996	189,301

Members Interest
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee
24 June 2021**

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

Recommendation(s)

1. That the Committee receive and approve the annual report detailing the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service and Archive and Heritage Service for the period April 2020 to March 2021.
2. The Risk Register for the service is reviewed and agreed.

**Report of Deputy Chief Executive and Director for Families and Communities
(Staffordshire County Council) and Director of Strategy and Resources (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 and Archive and Heritage Service for the financial year, April 2020 to March 2021 attached at Appendix 2. In line with internal audit recommendations that the Committee review the Risk Register for the service 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 presented to the Annual Meeting in June. The Annual Report provides a full overview of the range of activities, progress, and performance of the Service. This year it includes the work for the whole of Staffordshire's Archive and Heritage Service.

5. This year's Annual Report evidences some significant achievements towards meeting the overall strategic objectives of the Service within the current Forward Plan, 2021-2024. 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 last year has been an exceptional year for the service dominated by the impact of COVID-19. It has also seen a considerable number of staff changes across the service due to a combination of retirements and a long-planned reorganization of the county service. The year saw the first ever suspension of public services, no physical events, all staff working from home and our volunteers unable to visit. Despite this the staff and volunteers in the service rose to these challenges and found new ways of working and engaging with users primarily through an imaginative and inspiring online offer.

7. Whilst most staff were working from home collecting activity changed significantly with far fewer accessions received. The team switched from working directly on collections to improving the information held about them in our catalogues by converting paper catalogues to online entries. 20,000 new entries from well over 1000 separate accessions and representing nearly 600 boxes were added to the online catalogue. Some of this work has been done by volunteers (over 3,100 entries). We also completed the work which started in the last weeks of March 2020 of putting a collection level description online for all uncatalogued accessions, for which we are now at 99.4% of collections with an online description. This is a huge achievement and makes collections far more accessible through searching online.

8. The key achievements of 2020-2021 were:

- Completion of the Asylum and Bawdy Courts Projects
- Recovering services during COVID-19 and digital engagement
- Lockdown Memories
- Staffordshire History Centre

Delivering these projects in such challenging circumstances demonstrates the real commitment to the service shown by staff, volunteers and our partners. This annual report shows how flexible the workforce can be and how archives and heritage collections can be used in different ways to connect individuals and communities and combat loneliness and isolation during a global pandemic.

9. The Archive and Heritage Service collects detailed statistics about all areas of its work shown at the end of Appendix 2 to the annual 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. Use of collections

10. During 2020/21 in person visits were significantly reduced or zero at sites due to COVID-19 restrictions. Online activity increased and this resulted in more online visits and enquiries. In total this meant use of the service increased by 38% compared to the previous year. There were no physical events, group visits or talks during 2020/21. Two online talks were delivered by museum staff which generated 68 attendances.

11. Onsite volunteering was suspended during the previous year and a new remote offer was developed which engaged approximately 40 volunteers. The number of volunteer hours contributed has reduced by 36% but given the difficult circumstances this is still a really positive level of engagement with the service.

12. Customer satisfaction has been measured through the audience research survey completed this year outlined earlier in the report. Responses rated the current service at 97.5% satisfaction though users wanted to see improvements to the offer. This is a slight increase on the previous year.

13. The indicator for collections has been changed this year to reflect how many items are consulted or on loan. This is to reflect use of the collection rather than how many items are added each year. An outturn for 2019/20 has been calculated to compare against 2020/21. Whilst the number of items on loan dropped slightly the reduction in documents consulted decreased significantly due to onsite service closures as a result of COVID-19. In total it was a 63% reduction.

Risk Register

14. 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

15. The register at Appendix 3 sets out the impacts and mitigating actions giving a total risk rating out of 9. Last year the register was significantly updated to take account of changes to risks of a pandemic. The highest category scores are 6 and relate to a new risk concerning staff and home working.

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**

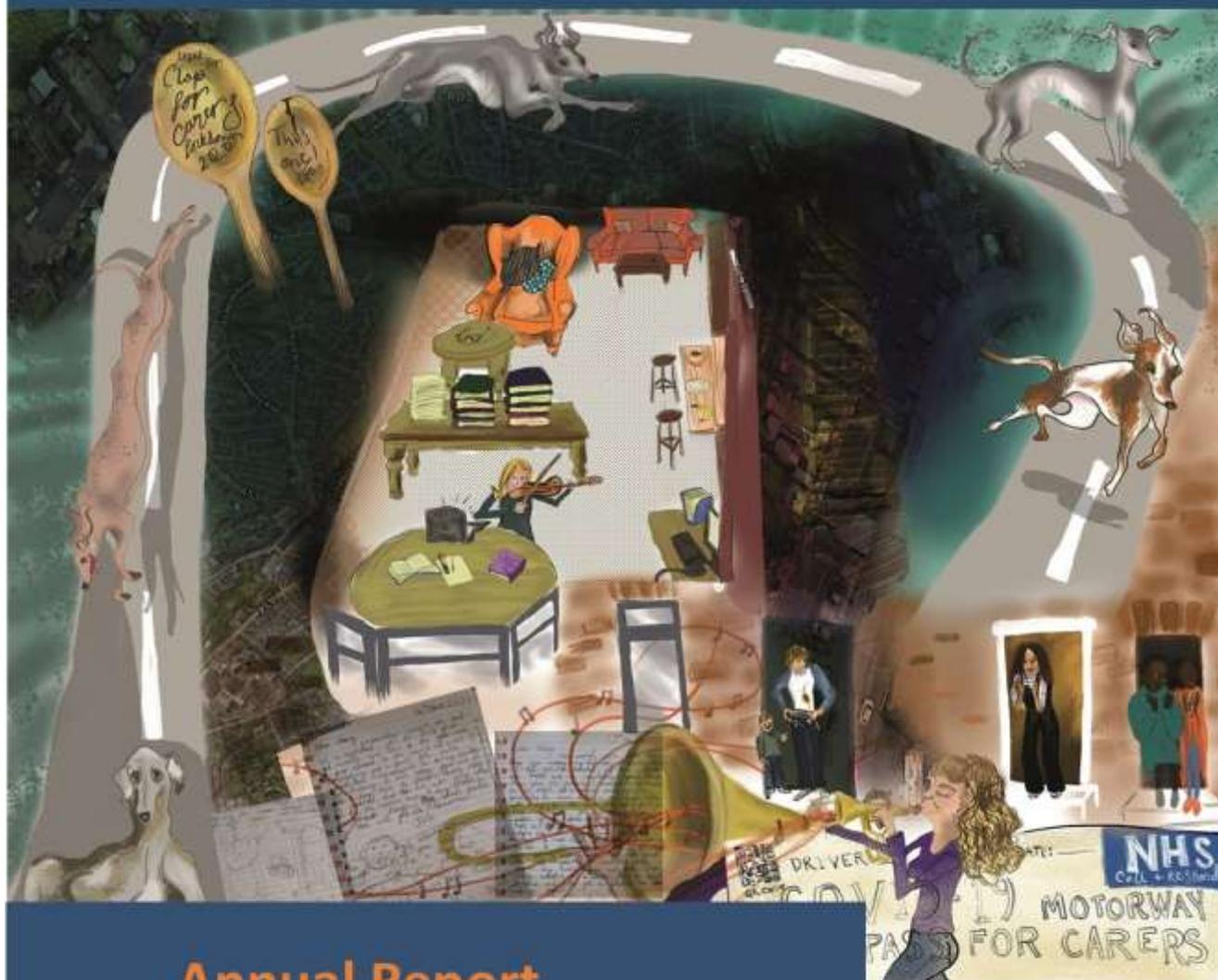
Telephone No: (01785) 278370

Room No: Staffordshire Record Office

List of Background Papers

Papers	Contact/Directorate/ext number
Annual Report 2020-2021	Joanna Terry/Families & Communities x278370
Archive Service Risk Register 2021	Joanna Terry/Families & Communities x278370

Staffordshire & Stoke on Trent Archive Service



Annual Report 2020-2021



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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 last year has been quite an exceptional year for the service dominated by the impact of COVID-19. It has also seen a considerable number of staff changes across the service due to a combination of retirements and a long-planned reorganization of the county service. The year saw the first ever suspension of public services, no physical events, all staff working from home and our volunteers unable to visit. Despite this the staff and volunteers in the service rose to these challenges and found new ways of working and engaging users with the service primarily through an imaginative and inspiring online offer.

Whilst most staff were working from home collecting activity changed significantly with far fewer accessions received. The team switched from working directly on collections to improving the information held about them in our catalogues by converting paper catalogues to online entries. This means 20,000 new entries from well over 1000 separate accessions and representing nearly 600 boxes in terms of bulk were added to the online catalogue. Some of this work has been done by volunteers (over 3100 entries). We also completed work started in the last weeks in March 2020 of putting a collection level description online for all uncatalogued accessions, for which we are now at 99.4% of collections with an online description. This is a huge achievement and makes collections far more accessible through searching online.

The key achievements of 2020-2021 were:

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Delivering these projects in such challenging circumstances demonstrates the real commitment to the service shown by staff, volunteers and our partners. This annual report shows how flexible the workforce can be and how archives and heritage collections can be used in different ways to connect individuals and communities and combat loneliness and isolation during a global pandemic.

Joanna Terry
Head of Archives and Heritage

Featured projects

Bawdy Courts




The Bawdy Courts of Lichfield Project completed

[ABOUT THE PROJECT](#) [BAWDY COURTS NEWS](#) [LOCAL HISTORY GROUPS](#) [RESEARCH](#) [VOLUNTEERING](#) [CONTACT](#)

The Bawdy Courts project, Mar 2019-Feb 2021 came to a successful conclusion following a modification to the project plan agreed with *Archives Revealed* after the first lockdown. There are now 20,555 catalogue entries on our online catalogue, Gateway to the Past, and the catalogue covers 1537 to 1899. The funders agreed that the project should concentrate on the most difficult case papers to access, the 16th and 17th-century cases, and this period is catalogued in the greatest detail. A volunteer project to add similar detail to the later case papers will begin next year.

The project sought to engage with key audiences for the Staffordshire History Centre Project. In 2019 we launched a new volunteer group at the History Access Point in Lichfield Library, which has continued throughout this last year. The group worked from scans of selected cases, then transcribed, researched and wrote articles for the [Bawdy Courts blog](#), meeting on Teams for discussion.



Also in 2019, we took the project to an external base at Keele University Archives, where student volunteers worked with the project Archivist until the University closed in March 2020. The involvement at Keele led to the successful application for a 3-year collaborative PhD studentship from the Economic and Social Research Council, 2020-2023. Susie Johns was appointed to the role and began working with us in September 2020. Susie gave her first online talk to the Bawdy Courts volunteer group in January and will be leading the group next year.

While other aspects of the project outreach plan were on hold, The Bawdy Courts blog engaged a wider audience with the collection and featured many articles by the volunteers on subjects with modern parallels from alcohol abuse, prostitution, forced marriage and domestic violence to slander and the behaviour of clergy. We have explored the language of the time, which, in immorality and slander cases, is often unprintable! The scandal uncovered by the church courts gave them the nickname 'Bawdy Courts' and the Lichfield court certainly merited the charge. The blog has reached a wide audience including academics and students, the *Times* history editor and local groups. One case that picked up local interest was the scandalous behaviour of the vicar of Trentham in 1602: he not only drank to excess and verbally abused his parishioners but among other charges he was accused of using a skull from the graveyard as a prop in sermons.

'...the sayd Cowper continued his drinking and Calling for more potts of ale and dranke harde in soe much in the ende he rose uppe and fell to vomiting and afterward began to stagger and ryled against the buttrye dore and knocked his head to the dore and fell downe on the flore...'



A Case for the Ordinary: Staffordshire Asylums Project

Due to the restrictions of the first lockdown it looked doubtful that the project aims could be achieved but the Wellcome Trust generously committed a further 3 months funding, taking the project team to April 2021 and extending the project as a whole to the end of November 2021.



The project's aim was to create a research resource for researchers of social and medical history by collecting data on 38,000 patients from Staffordshire's 3 asylums from 1818 up to 1960, and to engage with the public about the history of mental health care in Staffordshire. Despite the difficulties presented by the pandemic it is a major achievement of the project team that we now have data for 40,000 patients (although only up to 1948) which will be available in anonymised form for academic research. The final stage before making the data spreadsheets available will be a research trial led by our collaborative PhD student, Lucy Smith. A database of the period 1818-1920 is ready and will be made available on the Staffordshire Name Indexes website in the coming year, allowing family historians to discover relatives who spent time in one of the County's asylums.

Through lockdown the major success of the engagement project continued to be the brilliantly researched [Staffordshire Asylums blog](#), which generated interest from academic researchers, family historians and the wider public. Topics on mental health spoke to a wide audience over this past year. The blog was created by the project assistant and researched with help from the volunteers who continue to carry out background research online. Lucy began contributing to the blog during this year and will take over as editor in 2021/2. As well as this work Lucy has completed research for the forthcoming Asylums exhibition and she will organise a trial of the data by students prior to the project completion in November 2021.

Design and development work on the touring exhibition will begin during the summer of 2021, working with Vertigo Creative. This larger scale exhibition will tour venues during 2021 and 2022 with a planned launch in the autumn at the Brampton Museum in Newcastle-under-Lyme. It will then visit the Museum of Cannock Chase, Lichfield Cathedral and the Nicholson Museum in Leek. A smaller 'pop-up' version will tour libraries, community venues and hospitals.

Lockdown Memories

The Lockdown Memories Project launched in summer 2020. The aim was to collect memories, experiences and items relating to the COVID-19 pandemic. Working with the Library Service, the Archives and Heritage Service received over 100 responses through an online call-out. Participants shared their stories, experiences and personal thoughts on how Covid-19, and living through periods of national lockdown, had affected them.

As part of the project funding was sought from the West Midlands Museum Development programme. This money was used to fund a series of online workshops run by Staffordshire Poet Laureate, Mel Wardle-Woodend and visual artist Jhinuk Sarkar to support our audiences to share their experiences of Covid-19 and to enable us to capture these responses for the collections. The resulting poems and illustrations will form part of the Service's collections around Covid-19 and contribute to a planned exhibition in 2022.

Further workshops with Mel Wardle-Woodend have been booked with three Staffordshire Schools during the summer term 2021; Perton Middle School, Cooper Perry Primary School (Seighford) and Westlands Primary School (Newcastle-under-Lyme).



(Illustration: Lizzie's Lockdown Story (Jhinuk Sarkar, 2021)

Staffordshire History Centre Project

Like other projects the Staffordshire History Centre was affected by COVID-19 and the national restrictions. The National Lottery Heritage Fund were supportive and enabled the team to change the timetable for the Development Phase and move the funding to different headings. The project team commissioned the Audience Agency who completed detailed audience research to identify current and potential audiences for the project. They also used analysis of online channels, focus groups and market research to create a Marketing Strategy for the project. This research informed a new Activity Plan and Business Plan for the project.

Robin Johnson was commissioned to complete research, piloting and testing of the learning offer. He did so during the first lockdown managing to consult with teachers, colleges, Entrust (the County Council education support partner) and develop pilot learning sessions using PowerPoints. The learning sessions were downloaded by schools and there was a strong and positive response from schools to the proposals for the learning offer.

An Access Strategy was developed to identify how the project will provide inclusive access not just to the new Centre but also intellectual access to the exhibitions and activities which will be delivered.

A new business case for relocating all of the archive collections and paper-based museum collections from the Stafford outstores to the new History Centre was completed. The business case increased storage from two to four floors giving an estimated 55 years of expansion space. This was approved by Staffordshire County Council's Cabinet in February 2021 with an increased financial commitment of £1.9m in addition to the Joint Archive Service reserve of £251,000 plus grants and donations of £185,000. The County Council has also committed additional revenue funding to meet the increased costs of the new building.

The overall design of the History Centre remains the same except for the increased storage to the rear of the site. The proposals received planning permission in May 2021. The

Conservation Plan was reviewed and updated. The plans for a new website and online catalogue were reviewed and further consultation with users and partners was completed to refine them.

The revised Activity and Business Plans reflected the new research and refined the projects which will be delivered. The Interpretation Plan was substantially revised. The overall costs for the Activity Plan remained almost the same at £516,000 and costs were increased for interpretation from £149,000 to £222,000.

The final application was submitted on 1 March 2021 and a presentation was delivered to the Heritage Fund on 28 May. The outcome will be known at the end of June 2021.

Regional collaboration and support

The joint Archive Service is an active member of Archives West Midlands (AWM). The head of service is one of the trustees of the charity and the Assistant Director for Culture, Rural and Safer Communities is chair of the trust. The service has used the AWM website to promote its work including the *Small Bills and Petty Finance* project in partnership with Keele University. Several members of staff attended digital preservation training during the last year. The service was also able to benefit from member meetings which moved online and focused on supporting services in planning for recovery from COVID-19.

The Museum team have continued to support Ironbridge Gorge Museums Trust in the delivery of museum development work in the West Midlands. Our Museum Development Officer, Helen Johnson, advises museums across the region on collections matters, and provides support on funding, planning and Accreditation.

We are also members of the Marches Network, which represents the county museum services in the West Midlands region and those in the West Midlands conurbation. The Network's main project at the moment is the revival of an Emergency Response Network for museums in the region. Originally set up in the early 2000s by MLA Midlands, it is intended to provide a coordinated response to any emergency which threatened museum collections and buildings, with a programme of training and a regional network of support, resources and advice. The COVID-19 pandemic has slowed down the roll-out, but it is hoped the rest of the work will be undertaken in 2021-22.

Onsite public services COVID-19 and recovery

Staffordshire Record Office

Staffordshire Record Office developed a recovery plan for a phased reopening on 14 July 2020. All visits were on an appointment only basis and required advance notice ordering documents. Capacity in the searchroom was reduced by 75% to increase space for social distancing. The service closed for lockdowns in November 2020 and then from January until 13 April 2021 when the record office was able to reopen. In 2020 there were 168 out of a possible 260 visitors with an average occupancy rate of 65%. Since reopening in 2021 there were 51/52 visitors in April and 68/68 visitors in May. This is an average occupancy rate of 99% and shows increased confidence of visitors returning to our search room.

Stoke on Trent City Archives

The first phase of the Stoke on Trent City Archives recovery saw staff return to our COVID secure office from 22nd June 2020. Our reopening to visitors was delayed because we are in a shared building making access more complex to plan for safe use and additionally, we have experienced staffing issues. Three staff retired and this was followed by recruitment and training for those posts, all but one post has now been filled. A detailed recovery plan was developed to enable the City Archives to reopen. We began our appointment only, pre-ordering of documents, phased reopening from 12th May 2021. The capacity in the Search Room had to be reduced by 84% to increase space for social distancing, screens and hand sanitiser are available and visitors are required to wear face masks. We have had 25 out of a possible 32 visitors for our first 4 weeks of opening (an occupancy rate of 78.1%).

Enquiry and reprographic services

Across the service an enquiry service was maintained which increased by 17% across the financial year. This does not reflect the very significant increase from April to August until onsite services could reopen and meet demands from users. A copying service was provided to users once staff were able to return to offices in June 2020 and this met some demand from distance users as well as supplementing onsite services once they were reopened. The number of copies supplied was down slightly by 2% but photographic orders increased by 75%.

Consulting Users and Partners

During the development work for the Staffordshire History Centre project NLHF bid, we commissioned the Audience Agency to undertake extensive audience research and consultation. Taking place in spring and summer 2020, this involved three strands of work: member profiling, visitor and non-visitor research, and on-line focus groups.

Member profiling involved postcode analysis of 776 regular users and reader's ticket holders at Staffordshire Record Office and the William Salt Library. The post code research indicated areas of the county where we have less engagement. Some obvious due to travel time and public transport limitations, such as Burton upon Trent, the Staffordshire Moorlands and South Staffordshire district. Others were more surprising, including villages quite close to Stafford, such as Acton Trussell and Seighford.

Visitor and non-visitor research was undertaken in order to define our core audiences and identify new audiences for development. 440 people responded to an on-line survey. Current users like what we do (97.5%) but feel our facilities should be improved. Our core audience are mature (over 55), reasonably affluent people who live in suburbs or villages, with a wide interest in cultural activities. 69% are female and 71% live within an hour's drive of Stafford, and our main catchment area is within 21 miles (36 minutes) drive. The Audience Agency used two audience segmentation approaches: 'Audience Spectrum', looking at cultural engagement, and 'Mosaic' which takes a broader view of customer behaviour. Again, this confirmed the nature of our core audience as being older and fairly well-off, but it also identified audience groups for development where we are currently below West Midlands average in particular 'Trips & Treats' and 'Facebook families' who are mainly family audiences, and 'Kaleidoscope Creativity', who mainly live in suburbs and are likely include BAME groups.



Drive time distance by quartile, 2020.

The focus group work took place on 'Zoom' and enabled us to test out ideas for exhibitions, outreach and our digital offer at a time when we could not do it in person. 12 people took part, a mixture of ages, users and non-users, living at different places in Staffordshire. We also consulted them on exhibition and collection themes. We have used all this information to inform the spaces, interpretation and activities we are proposing for the Staffordshire History Centre.

In addition, our digital offer was analysed using insights and Google analytics as well as questionnaire consultation with users. A fairly consistent theme of feedback on our current offer is that, whilst quality is often excellent, our web presence is fragmented. Bringing more aspects of our offer together through a new website with integrated catalogue and a wider range of capabilities will showcase our collections, advertise our exhibitions and outreach offer, give us a higher profile and provide more reasons to visit the site. There has been a consistent demand for improved access to visual sources related to landscape and communities. The focus for this work would be maps, photographs, and local studies books and pamphlets.

The results of all this consultation and research has shaped the activity plan and building design for the Staffordshire History Centre.

Online services

Learning Blog

The impact of Covid-19 on volunteering has been substantial; we were, however, able to react to the crisis in a positive way. Prior to the lockdown being implemented we had suspended all of our volunteering projects. The Service had at that point in excess of 135 volunteers working with us and the challenge was to stay in touch with our volunteers and to

support them where we could. Initially we had hoped to begin a programme of sending out scans and photocopies of documents for our volunteers to work on, but by 24th March we had to close the Service and the buildings to staff as well.

We were fortunate in that we do have most volunteers' email addresses, and many have signed up to our e-newsletter. However, we wanted a place where we could bring in people from beyond this restricted group and initially we came up with the idea of setting up a Facebook page for volunteers to share ideas with us and for us to join in and respond to the conversations that took place. We set this up and it has had some success, but several volunteers wrote to us and said they did not use Facebook and didn't intend to do so.

So we decided to set up a new blog for volunteers, called '[The Learning Room](#)'. It is a place where we continue to engage volunteers with our collections and with ideas that might rise out of them. We set this up with partners and support from across the county council. The aim was that it would be a space in which volunteers could spend some time looking at ideas around areas they may have been working on whilst volunteering with us, or that they might wish to explore whilst at home.

There are several strands to The Learning Room. Firstly we set up a [Palaeography class](#) with Jim Sutton, a lecturer at the Keele Latin Summer school. Jim sends us examples for people to work on and provides individual feedback on their transcripts. Prof. Alannah Tomkins from [Keele University](#), who leads one of our volunteer groups, has been contributing each week with blog posts about the [social history of medicine between 1628 and 1886](#). We have also added blog pieces ourselves on how to use our sites, such as [Staffordshire Pastrack](#), guides to maps online, recent accessions and features by local libraries and the County Archaeologist in the [Guide to Research](#) section. We also have a section that supports the work of one of our volunteer groups researching English Place-names with the [Institute for Name-Studies](#) at Nottingham University.

Minton Archive: Bite-Sized History of Minton and "Folio Frivolity" series

Beginning in March 2020 and running throughout the summer, the Minton Archive Twitter account published a bite-sized History of Minton, with the website's blog rounding these tweets up on a weekly basis for those not on social media. This was completed in September 2020 and for the remaining part of the year website updates were pushed through to increase the number of online volumes available to browse online. In the new year another lockdown spurred on a new "Folio Frivolity" series of daily tweets highlighting artworks from the Archive's Art & Design folios; as before these are also being brought together on the blog on a regular basis and the series is still ongoing at the time of writing. Behind the scenes digitisation work has continued - mainly within the Art & Design folios, in part to "feed" the Folio Frivolity series! - with more site updates, including further browsable volumes, planned for the near future as a result.

Past Track and Staffordshire Name Indexes

Staffordshire Past Track has seen a large increase in usage during lockdown. June 2020 was our busiest ever month, with 41,285 visitor sessions (up from 14,469 the for June 2019). Numbers have since dropped back but remain considerably higher than in the pre-COVID era.

Thanks to the help of our volunteers Bob Metcalfe and John Bennett, working remotely from home, we were able to continue adding new resources to the site. 1,953 new images were added during the year, which included the Arthur Lloyd Postcard Collections, around 300 images from the McCann Photograph Collection and 200 glass negatives taken by Albert Henry Yelland. In addition all 283 tithe maps digitized during 2018-19 were added to the site, each with links to their tithe awards indexes and making use of the site's improved 'zoom' facility.

Social media

During the first lockdown period 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. As a result

- Twitter impressions were up 65%
- Facebook page views up 236%
- Staffordshire Past Track views up 128%
- Engagement became more interactive, with users commenting more frequently

A new YouTube channel was set up for the Staffordshire History Centre with launch of content timed for Staffordshire Day on 1st May 2020. The channel has had 1,432 views and 29 subscribers. The content includes 'Staffordshire Moments' highlighting interesting stories from Staffordshire's history. It also includes 'How to' guides explaining how to search records on Find My Past.

Complaints, comments and compliments

Staffordshire Record Office received 165 compliments and no comments or complaints. Our users appreciated the service we have been able to provide during the pandemic.

"I'm marking dissertations all this week and next. I am just beginning Mariella's on the history of learning disabilities and was reminded of the work you offered to undertake for her after spotting your name in her acknowledgements. I'd really like to thank you for your support to students like her, especially this year with all the difficulties people have faced in terms of accessing archives. Your archive's and your efforts have made a real difference. Many thanks for your help." (Professor Jonathan Reinartz, University of Birmingham)

Stoke-on-Trent City Archives received 432 positive comments/compliments during 2020-2021, this is a significant increase on previous years, but seems to reflect the public's appreciation that the Service was still able to operate in some capacity. They generally consist of thanks from people who didn't expect such full answers when we were closed due to COVID-19, others are general notes of thanks for answers to enquiries and/or for a prompt and helpful service. For example:

"I can't thank you enough for your valuable time and knowledge... I'm now thoroughly fascinated by Spode history! Thank you very, very much."

"Thank you for your great research. I am very grateful for the time spent on it!"

Events and Exhibitions

Staffordshire History Day did not take place due to Covid restrictions but we made a big effort to be busy on social media, through Twitter and Facebook postings and we established a YouTube channel. During lockdown with our sites closed we used our social media platforms, Facebook, Twitter and Instagram to engage with the service users through a variety of activities. These included shorter tasks to engage with the collections such as mystery object puzzles, jigsaws and spot the difference games as well as longer campaigns that focused on active participation and sharing stories. The first of these took place between April and September 2020; 'Sharing Saturday' invited people to send in images of their own objects that were important to them from home, with some information around what the object was and why it was important. Stories included objects from childhood, found objects and mystery objects that the participant wanted help with identifying. Objects revealed participants interests and personalities, for example Helen in Leek shared an object she had found with her new metal detector in Wetley Rocks. This campaign was a way of highlighting the importance of collections of all kinds and offering the public a curatorial voice.

Another campaign across social media took place during the 3rd lockdown in early 2021 between February and April based on our ongoing collecting project 'Lockdown Memories' in which we asked the public to share with us their accounts of life in Staffordshire during lockdown. Participants had sent in photographs and filled in questionnaires. We used this information to create posts that showed the positive and uplifting aspects of Lockdown, The posts often focused on resilience, creativity and community. Examples include; a choir group who were able to perform over Zoom and recorded a song together, and a woman in Perton who painted stones and created a trail for children and families to follow and encouraged them to add their own.

In addition to this, we worked regularly with the initiative 'History Begins at Home' which encouraged people of different ages to connect in Lockdown through conversations about the past, asking people to share memories of the structured themes such as 'work' or 'holidays' and sharing images from our collections that people could use in their conversations.

CLandage: Building Climate Resilience through Community, Landscapes and Cultural Heritage

During 2020 the Archives and Heritage Service established a partnership with Liverpool University as part of a wider project to use learning from the past to better understand how communities might adapt to future changes in places and landscapes. The project focuses on three case study areas, the River Eden catchment (Cumbria), Staffordshire and the Outer Hebrides, which are each facing differing climate hazards. This work builds on a previous collaborative PH.D programme with Liverpool University looking at Flood and Drought and its effects on Staffordshire.

The Service team is working with three creative practitioners; Storyteller Maria Whatton, poet Mel Wardle-Woodend and artist Jennifer Collier to develop a series of workshops, walks and events exploring the themes of flood and drought. The memories and stories captured by these events will form part of a planned online exhibition in 2022.

[CLandage: Building Climate Resilience through Community, Landscapes and Cultural Heritage - \(ukclimateresilience.org\)](http://ukclimateresilience.org)

Placements

Due to the various restrictions imposed due to Covid 19 throughout the year we were unable to take any placements. We hope that during the next year we will be able return to having university and school placements.

Volunteers

At Stafford

Prior to the lockdown being implemented we had suspended all of our volunteering projects. The Service had at that point in excess of 135 volunteers working with us and the challenge was to stay in touch with our volunteers and to support them where we could (see entry on the Learning Blog). Throughout the first lockdown we worked with over 40 volunteers, sending out photocopies and digital copies for them to work on. The appetite for this type of volunteering diminished over the summer and into the second lockdown. We still have volunteers working with us and send out email updates and add to the blog and hold remote meetings, we are now looking forward to returning to onsite volunteering.

At Stoke

Due to COVID-19 we had to suspend volunteer activity, but in early 2021 we began working with one of our long-term volunteers remotely for the first time. This pilot project was made possible as a series estimate books for Minton pieces produced for International Exhibitions had just been digitised from the Minton Archive. The volunteer began enhanced cataloguing, and interpreting this series of volumes, which will provide invaluable information for researchers (both remotely and during a visit) interested in pieces which featured in the International Exhibitions of the mid-to-late 19th century. Welcoming back further volunteers remotely or physically is sadly not currently a function we are able to accommodate, while undertaking a phased reopening of the service under COVID-19 restrictions, training new staff and recruiting to a vacant post, but when we return to full capacity we shall look forward to re-introducing volunteers.

Partnerships with Universities

Our partnerships have held us in good stead throughout the last year. The *Small Bills and Petty Finance* project with Keele University continued to delivery volunteer activity throughout the first half of the year. Our Victoria County History partnership led to their volunteer project continuing all year, remotely. Although the *Clandage* projects aims of delivering an exhibition were delayed we have managed to move that activity into the current year with workshops and craft activities taking place. Nottingham University supported our online blog by providing course content for the place-name volunteers. Others provided blog material to help us populate the blog with quality content.

From Lichfield

The History Access Point at Lichfield, St Mary's remained closed throughout the year as restrictions meant it was unable to open to the public.

At the Museum

Volunteers have continued to support the development of the museum collections through working remotely over the last year. Bob Metcalfe and John Bennett have both contributed to researching and uploading new content to the Staffordshire Past Track website. Val Hollins and Jean Metcalfe have been transcribing oral history interviews. This has all been extremely valuable to the Service, enabling us to keep our online offer fresh and interesting. Collections Management and Development

New Accessions

Staffordshire Record Office and William Salt Library

The COVID-19 restrictions meant that we received far fewer new accessions than usual. But as people were at home and sorting out possessions, some personal collections did come to light, whilst some organisations deposited collections during periods when the office was open. 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.

In 2020/21 we received 41 accessions at Staffordshire Record Office, including from the Diocese. The total volume of all permanent accessions was 18 boxes (0.54 cubic metres). Every new accession was fully catalogued or had a detailed summary created. No accessions were taken at Stoke City Archives due to the closure of the office for the entire year. Additionally across the Service we had 64 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. So the total of accessions and approaches was 105.

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life. This included, among personal papers, a set of touching letters (photocopies) from Phillip Gentry, then working at English Electric in Stafford, to his wife Mollie who had become unwell after the birth of their first child in 1937 and was staying first at a sanatorium then with her parents (7805). We also received an album belong to the Sneyd Kynnersley family, one of whom was Commissioner of the Nelson South-West Gold Fields in New Zealand in the mid-19th century (7807); an order relating to the Stourbridge Canal connected to the Gibbons family, 1828 (7817), and a reference file for Drake Hall Training College for Men, belonging to George Highmore, then lecturer in History, 1946-1947 (7839).

We were grateful to our Friends organisation for purchasing three appointment diaries of Charles Bill of Farley, 1876-1880, showing details of the leisured life of a comfortably-off Staffordshire gentleman with social and sporting interests (7820).

Accessions from current organisations included Rolleston-on-Dove Parish Council (D7809), Consall Parish Council (D7818), Anslow Parish Council (7833), Stretton with Claymills parish church (D7827), Betheney Chapter No.376 Rose Croix (Order of Freemasons) (D7815), Staffordshire Quakers (D7835). The largest collection was six boxes of parish magazines from Trysull and Seisdon recording over 100 years of local history, 1899-2019 (D7823). Other civil parish records for Hollinsclough and Alstonefield came from a private source (7806). We also had earlier records for Eccleshall Cricket Club, a scorebook of 1904-1906 (7837), and annual reports of the Staffordshire County Police Court Mission, 1912-1963 (7811).

We were pleased to receive a collection from Walton Hall Special School near Eccleshall from 1948, including attendance records, financial records, plans, photographs and other memorabilia (D7831).



Walton Hall Special School, near Eccleshall, 1958 (D7831)

As usual we had several unusual miscellaneous items. Some items found at a farm in Draycott included a programme for an agricultural exhibition in 1903, an invitation to the dedication of a new organ in 1895, to be played by the organist of Westminster Abbey, and a programme for Tutbury Wesleyan Sunday School 'sale of work' (7810).

Other items of local interest included rent and sale documents from the Wombourne area dating back to 1738 (7836); additional photographs relating to the Edalji case in Great Wyrley with original captions (7838), and photographs of a brand-new County Mobile Library van, formerly in the possession of Will Ingham who was involved in establishing this service in the years after WWII (7832).



Wombourne rent book, 1750-1751 (D7836)

From the furthest distance, we received a deed of 1760 relating to land and a pew in Cheadle, that came from America, having been found taped to a piece of furniture (7813). Other deeds

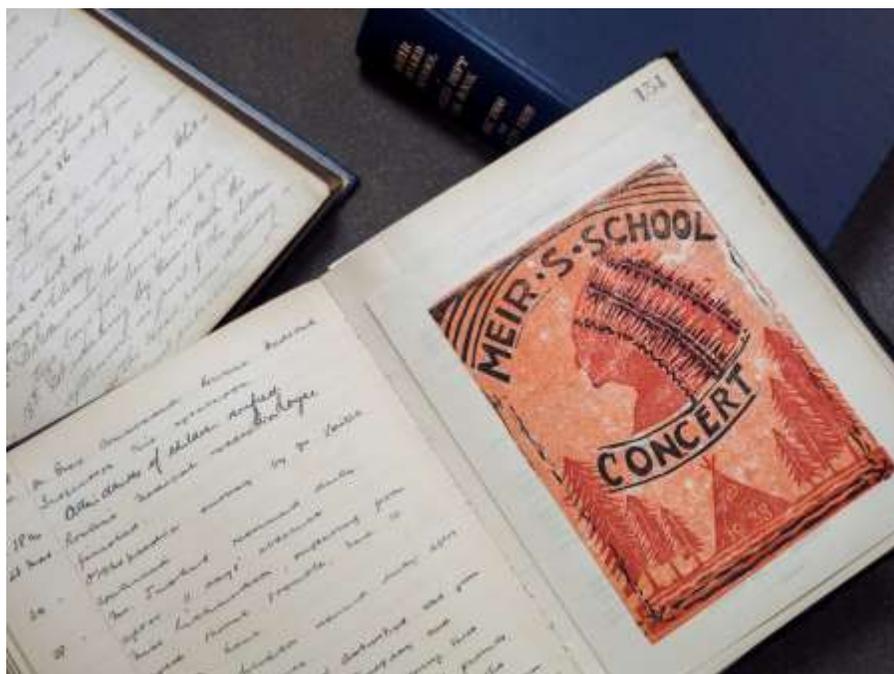
related to the Tean, Checkley and Forsbrook area, including "Mrs Holbroke's joynture" of 1708, our oldest document received in 2020/21 (7816).

A total of 142 new accessions, which included fifty-five book purchases, were acquired by the William Salt Library over the year. Most of these purchases related to Staffordshire, railways, pottery industry, crime, histories of individual places in the County as well as biographies of Staffordshire people.

Stoke on Trent City Archives

Due to the absence of an Archivist and the fact that we were unable to actively bring in accessions as we normally would due to COVID-19, only one item was accessioned.

During the first lockdown thanks to the generosity of our Friends (FoSSA), an auction lot was purchased for us. It was a Log Book for Meir Council School, Stoke-on-Trent, 1928-1948 (SD 1880). This log book is the latest in the series of the three log books which are now held at Stoke-on-Trent- City- Archives, recording the contemporary history of the school as it unfolded, in the form of a diary.



Meir Board School Mixed Department Log Books (1877-1900 and 1900-1928) and the newly purchased Meir Council School Log Book (1928-1948).

This particular log book documents performances, celebrations, local anniversaries and sporting triumphs. It contains several programmes. The Christmas 1945 play programme, is closely followed in the volume with the announcement of an influenza epidemic which seriously affected the staff, the headmaster became ill and 5 staff were absent at one point! On 17th May 1929 Empire Day (24th May) was celebrated early as it fell during the holiday period: "The Infants and Mixed Departments combined for the singing of suitable hymns and saluting the Flag". The school was also involved in the Wedgwood Bicentenary Pageant.

There are also useful observations regarding not only the school, but of Meir itself, including this entry about the large increase in pupils in 4 years between 1924/25 and 1928/29 attributed

to a large amount of house building. There are also many references to the use of the chapel in addition to the school building to accommodate some classes, so it was interesting to read here that new school buildings had finally been completed.

We received 24 approaches during 2020-2021 which we put on hold until we had an Archivist in post, those approaches will be followed up and actioned in due course.

Staffordshire County Museum

54 objects were accessioned, including objects, samples and marketing materials from Universal Grinding Wheel in Stafford. Two large photograph collections were acquired: 700 images from Codsall & Bilbrook local History Society and 1,300 photographs of Kinver Edge and Rock Houses. We were also able to purchase 'Shepherds in Arcady', an early painting by Mabel Frances Layng.



'Shepherds in Arcady', oil on canvas, 1906-07, Mabel Frances Layng (1881-1937)

Cataloguing Progress During Lockdown

Staffordshire and Lichfield Collections

During lockdown we completed the major task of making all our outstanding paper catalogues available through Gateway to the Past. Over 20,000 new entries from well over 1000 separate accessions and representing nearly 600 boxes in terms of bulk. There are now only a handful of outstanding paper lists to be input representing only a very small percentage of our holdings at Staffordshire Record Office. Some of this work has been done by volunteers (over 3100 entries). We also completed work started in the last weeks in March 2020 of putting a collection level description online for all uncatalogued accessions, for which we are now at 99.4% online. This includes collections formerly at Lichfield Record Office. As well as greatly improving the accessibility of our collections, this project will contribute to Archives Accreditation in the next review.

Meanwhile, the museum team have been working on updating location codes on CALM following the move from Shugborough to the new stores at Beacon Business Park in Stafford.

With the help of volunteer Eleanor Copp, this work is now 95.3% complete, well ahead of schedule.

In terms of William Salt Library additions to the on-line catalogue a total of 4,981 new item records were created during the year. In addition to this 1,667 new name authority records were also created to support the entries on the catalogue. Work on the existing William Salt Library collection has centred around editing existing catalogued records on the online catalogue through the removal of many shelf specific references, which will be irrelevant when the collection eventually moves out of the current building, as well as enhancing references elsewhere in the collection.

Considerable work has been carried out on the cataloguing backlog. This included the work carried out as part of the development phase of the NLHF project to repackage and box in archival standard materials the Mottram collection which is one of the largest collections within the backlog. This also created a brief content listing to the collection, which will be useful when the cataloguing eventually takes place. Work has also taken place to reduce the backlog through the cataloguing of eleven separate journal titles along with their constituent articles and these series have now been added to the collection. Collection level descriptions have been created on the online catalogue for collections that are currently waiting to be catalogued, thus making the identification of these collections in the back log much easier. This work generated almost five hundred individual records to the catalogue and culminated in total of 844 retrospective records being completed during the year.

Volunteer support for cataloguing projects

Bawdy Courts Project: the Tuesday faculty volunteers needed access to the original case papers but two members of the group continued to support the cataloguing work remotely by typing up descriptions of over 1,100 faculty case bundles and adding detail about architects from online resources. They have now begun the task of creating a new resource for Staffordshire Name Indexes using the online catalogue. Staff have also been able to work remotely to support the Bawdy Courts project by converting old card indexes to basic catalogue entries.

Quarter Sessions Rolls project: The volunteers' work on this long-running project entered a new and very challenging phase, working from home on photocopies or scans of Quarter Sessions rolls, without the support of fellow volunteers. With the help of Teams and the prospect of getting back on site this project continues to make headway.

The Bradford Collection: volunteers have continued to work remotely using scanned documents and staff have added all the Bradford volunteers' detailed descriptions of 91 key documents/bundles of correspondence to the catalogue, improving the searchability of the collection for a wide range of subjects, as diverse as military history, architecture, mental health and bereavement. Cataloguing on the collection has progressed this year thanks to the input of the William Salt Librarian who has added descriptions of 529 maps to CALM.

William Salt Library: Through the efforts of one of our volunteers, who has been remotely working during the pandemic, the contents of sixty-six volumes of the Transactions of the North Staffordshire Field Club journal have been listed during the year and have been subsequently added to the online catalogue. This comprised a total of 1,257 individual articles being added to the catalogue and will greatly enhance the accessibility of this important Staffordshire journal.

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.

Over the last year the deeds clerk came on site every week in order to support legal staff working from home. She located and scanned relevant documents so that fewer deeds left the site and to minimise contact. During the first lockdown she also took the opportunity to catch up with accessioning new deeds to reduce the backlog as much as possible prior to the anticipated reduction in staffing following the service restructure

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

For the majority of the last year (2020-2021) the Archivist post at Stoke-on-Trent City Archives has been vacant, so there was generally no capacity for cataloguing, although one item was catalogued which was an auction purchase during the period (covered separately in the report). However, progress is now being made, as in Spring 2021 Meriel Lees and Rebecca Jackson took up the post as a job share, and since then 10 outstanding accessions have been accessioned and catalogued and are available on the online catalogue. Thanks also to the new Archivists, an additional catalogue is now available on Gateway to the Past, which is the Records of James Brindley High School and predecessor institutions (181 new records on Gateway to the Past since April 2021).

Preservation and Conservation

During our lockdown periods regular building inspections were undertaken. These included building walk rounds – internal and external – opening up each room within the buildings, including strongrooms, checking for leaks, etc. Regular flushing of taps and toilets, along with regular buildings checks to include fire testing, etc. These checks were carried out by two members of staff, twice a week at each site. Contractor visits continued throughout this period, strictly by appointment, to ensure regular servicing and any subsequent repair work was undertaken.

Twice weekly checks in the museum and archive collection outstores were undertaken to make sure that our environmental and pest mentoring programmes were maintained, and that the buildings continue to provide good conditions for the care of objects, photographs and documents.

The Strongrooms at Stoke-on-Trent City Archives have been regularly checked throughout the Pandemic. Our Archive Assistants have been ordering, box listing and repackaging various

collections including the slides in the Godden Collection and the Minton, Solon and Doulton Libraries.

No conservation work was completed on collections in 2020/2021 due to the retirement of the Senior Conservator in July 2020. The vacancy was held until completion of the service restructure was completed. A new conservator is due to take up their post in June 2021.

Staff changes and training

The service saw an unprecedented number of staff changes due to retirements, resignations and a service reorganization. The following staff left the service as a result of retirement: Chris Latimer (City Archivist) and Liz Cooper (Archive Assistant) at the end of March 2020, Beryl Jones (Strongroom Assistant) in April, Richard Nichols (Senior Conservator) and Catherine Nichols (Archivist) in July, Moira Lewis (Public Service Manager) in March 2021 and Tim Groom (Senior Archivist) in April 2021.

Jenny Lewis (Archive Assistant) left through resignation for a new role in October 2020.

In April 2021-May 2021 the following staff left as a result of the reorganization: Anita Caithness (Archive Assistant), Kevin Briggs (Archive Assistant), and Howard Dixon (Digital Officer).

The loss of so many longstanding staff was sad but all were wished success for their future. We were also able to arrange handover sessions to ensure valuable knowledge was handed onto the new staff in the service.

A number of new staff joined the service or moved to new roles at Stoke on Trent City Archives: Louise Ferriday becoming Archives Manager, Meriel Lees and Rebecca Jackson job share the archivist role at Stoke, Hayley Underwood is the new Archive Assistant. Hayley and Meriel are both covering the vacancy of Public Service Manager pending recruitment later this year.

At the county Archives and Heritage Service all staff moved to new roles from 1 May with implementation of the new structure:

Chris Copp Collections Manager	Liz Street, Dominic Farr, Rebecca Jackson - Collections Officers Conservator is currently vacant
Matthew Blake Engagement and Access Manager	Helen Johnson Community Engagement & Partnerships Officer, Volunteer Coordinator Mel Williamson, Digital Officer Ben Cunliffe
Julie O'Neill History Centre Supervisor	Laura Clarke, Henni Martinez, Jo Peck, Bev Sutherland and one vacancy - History Centre Assistants

During the year staff managed to attend a number of online training courses including digital preservation, iManage management training for county staff, data protection and cyber security training.

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. 2020–21 is the second 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. Use of Collections (changed indicator)

During 2020/21 in person visits were significantly reduced or zero at sites due to COVID-19 restrictions. Online activity was increased and this resulted in more online visits and enquiries. In total this meant use of the service increased by 38% compared to the previous year.

There were no physical events, group visits or talks during 2020/21. Two online talks were delivered by museum staff which generated 68 attendances.

Onsite volunteering was suspended during the year but a new remote offer was developed which engaged approximately 40 volunteers. The number of hours contributed is reduced by 36% but given the difficult circumstances this is still a really positive level of engagement with the service.

Customer satisfaction has been measured through the audience research survey completed this year outlined earlier in the report. Responses rated the current service at 97.5% satisfaction though users wanted to see improvements to the offer. This is a slight increase on the previous year.

The indicator for collections has been changed this year to reflect how many items are consulted or on loan. This is to reflect use of the collection rather than how many items are added each year. An outturn for 2019/20 has been calculated to compare against 2020/21. Whilst the number of items on loan dropped slightly the reduction in documents consulted decreased significantly due to onsite service closures as a result of COVID-19. In total it was a 63% reduction.

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 2020-2021.

Staff

Staffordshire Record Office: Matthew Blake, Laura Clarke, Ben Cunliffe, Howard Dixon, Tim Groom, 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: Louise Ferriday, Andrew Dawson, Meriel Lees, Moira Lewis, Mandy Pover, Hayley Underwood.

William Salt Library: Dominic Farr.

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

Volunteers

Normally a full list of all the volunteers in the service would be listed. This year as a result of COVID-19 it was not possible to maintain contact with all of our volunteers. We thank everyone who volunteered their time for the service this year and fully appreciate the difficult circumstances everyone has experienced. We were really pleased to receive feedback from our volunteers on how they have welcomed keeping in touch with us.

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, Malcolm Price, Andrew Sargent, Richard Totty.

Joint Archive Committee 2020/2021

Elected members of Staffordshire County Council: Victoria Wilson (Vice-Chair), Gill Burnett, Mike Davies (Observer).

Substitute members: Mark Sutton, Janet Eagland

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

Substitute member: Janine Bridges

Appendix 1

Part 1

Public Service Statistics – Financial Year 2020/2021 (2019/2020 in brackets)

	STAFFORD	STOKE	BURTON	TOTAL
PERSONAL USE				
Total number of individual visits	204 (3,476)	0* (1,791)	0* (164)	204 (5,431)
Total number of documents produced	2,186 (11,769)	0* (994)	N/A	2,186 (13,719)
Total number of museum objects on display				4,204 (4,800)
Total number of Ordnance Survey maps and local studies items produced for consultation	256 (494)	0* (1,026)	0* (315)	256 (1,341)
DISTANCE USE				
Total number of email/postal enquiries	2,734 (2,328)	829 (715)	N/A	3,563 (3,043)
Total number of telephone enquiries	266 (1,109)	0* (695)	Not recorded	266 (1,804)
REPROGRAPHICS SERVICES				

Total number of photocopies/ microprints supplied and total number of orders (including scanning)	1,459 (1,458)	284 (312)	N/A	1,743 (1,770)
Total number of photographic orders	173 (113)	25 (N/A)	N/A	198 (113)
Total number of photographic permits issued	68 (193)	0* (43)	N/A	68 (236)

*Nil due to service closure during
COVID-19

RESEARCH SERVICES

Total hours of research for the public, and	91.98 (72)	3.4 (20.5)	N/A	95.38 (92.5)
Total number of orders	68 (107)	5 (10)	N/A	73 (117)

ONLINE USE

Total number of website visitor sessions				77,449 (47,386)
Total number of visitor sessions to online catalogue				22,776 (21,205)
Total number of visitor sessions on Staffordshire Name Indexes website				22,312 (15,305)
Staffordshire Past Track				347,537 (212,432)

Social media streams (FB reach, Twitter impressions and Instagram likes)

2,365,998 (1,966,822)

OUTREACH ACTIVITY

Total number of attendees at Archive & Heritage Service events

68 (659)

Total number of volunteer hours (from 2020/21 includes museum volunteer hours)

4,024 (5,112)

Part 2

Performance Monitoring against Service Targets

Monitoring was suspended during COVID-19 for 2020/21 figures are shown for the previous year 2019/20

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				STAFFORD	STOKE	BURTON
Postal / email enquiries (simple)	Reply within 5 working days			100%	81% (96%)	N/A
Postal / email enquiries (complex)	Reply within 20 working days			100%	100% (N/A)	N/A
Photocopy orders	Reply within 8 working days at Stafford Reply within 6 working days at Stoke			98%	79% (100%)	N/A
Accession receipts	Sent out within 12 days			100%	0* (100%)	N/A

Part 3
Local Performance Indicators 2020/21

Performance indicator	Outturn 2019/2020	Outturn 2020/2021
1. Use of Service <ul style="list-style-type: none"> - Personal visits - Online visits - Email, postal and telephone enquiries and orders 	1,085,369	1,505,087
2. Engagement with the Service Attendances at <ul style="list-style-type: none"> - Events and celebrations - Talks by our staff - Educational and community group visits to our offices 	659	68
3. Number of volunteer hours	5,112	3,274
4. Customer satisfaction Percentage of users expressing satisfaction with overall services and facilities	96% (for distance use)	97.5% (from audience research survey)
5. Use of collections (new indicator) Number of documents/objects consulted and on display	17,261	6,390

Staffordshire Archives and Heritage Service

Risk Register 2021-2022		Likelihood	Impact	Score	Mitigations
1	Failure of environmental controls in strongrooms	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	Fire at service points and strongrooms	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	Flood/water ingress in strongrooms	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	Vandalism at sites	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	Theft of / damage to collections while in public use	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	Theft/damage/ loss of archives while in transit between offices	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	Damage/loss of Digital Archives	2	2	4	Secure digital repository to be achieved through Preservica system. Restricted access with no ability to delete. Full documentation of digital archives upon accession. Collection of information about file formats, dates created though use of DROID programme. Use of stable, well documented, open formats. Fixity checking and migration.
9	Potential Sale of Collections by Owners	1	2	2	Full documentation of ownership of collections. Terms of deposit of collections including compensation clause. Service fundraising strategy and guidelines
10	Damage to archives caused by erroneous conservation treatment	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	Risk to staff and members of the public whilst in attendance at Service events at external venues	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	Lone Working of Staff Offsite	1	2	2	Staff Guidelines for Lone Working. Provision of mobile phones for staff use
13	Harm to children on work placements with the service	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 manaing placements.
14	Impact of a pandemic on service delivery	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.
15	Harm to volunteers working on projects with the service	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	Inability to transform service, build new storage and access facilities for the service	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. Training and investment in staff and volunteers to deliver high quality offer. Fundraising to support project delivery.
17	Home working of staff	3	2	6	Lack of equipment- ensure all staff can use office equipment at home. Work/life balance - ensure staff use flex, lieu, leave as appropriate and take breaks. Isolation - maintain timetable to attend offices, regular team meetings, and 1-1s with managers.
<p>The likelihood of the risk occurring on a scale of 1-3: 1<25%; 2 =25% to 45%; 3>45%</p> <p>The impact the risk would have if it where to occur, on a scale of 1-3 affecting budget, quality and timescales</p>					

Members Interest
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee
24 June 2021**

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 Strategy and Resources (Stoke on Trent City Council)

Reasons for Recommendations

Summary

2. The final application for £3.9m of funding was submitted to the National Lottery Heritage Fund on 1 March 2021. The total project costs are just over £7m.
3. The project team provided additional information and clarifications in response to requests from the grants officer during May.
4. A virtual site visit was delivered through an online meeting between representatives from the Heritage Fund, Cabinet Member for Communities and Culture, Deputy Chief Executive and Director of Families and Communities, members of the project board and team, and Chair of the William Salt Library Trust on 28th May. The project will now be considered by the National Lottery Heritage Fund: England, Midlands and East committee during June 2021.
5. A verbal update on the outcome of the Heritage Fund meeting will be provided to the members at this committee. A full report with the forward plan for the project will be presented to the next meeting of the Joint Archives Committee.

Appendix 1

Equalities implications:

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

Legal implications:

The legal paperwork for the William Salt Library Trust and Staffordshire County Council has been reviewed and updated.

Resource and Value for money implications:

The delivery of the Staffordshire History Centre will enable the Archive and Heritage Service and William Salt Library Trust to achieve a sustainable model for future delivery.

Risk implications:

There is a risk that funding will not be secured for the project. This will impact upon the accreditation status of the Archive and Heritage Service. A review of options would be completed and approval for delivery of an alternative option would be sought.

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:

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
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