

Staffordshire and Stoke-on-Trent Joint Archives Committee

Thursday, 16 June 2011

10.30 am

County Record Office,
Eastgate Street,
Stafford, ST16 2LZ

John Tradewell
Director of Law and Democracy
8 June 2011

A G E N D A

1. Appointment of Chairman and Vice-Chairman

The standing order for the Joint Committee state that: -

“At its annual meeting the Joint Committee shall elect until the date fixed for the next following annual meeting a Chairman and Vice-Chairman from amongst its members (on a rotating basis alternatively between the two Council’s) but so that the Chairman and Vice-Chairman shall not be representatives of the same Council”.

At the Joint Committee meeting on 17 June 2010 Ms. H. Lyth was appointed Chairman and at the meeting on 24 February 2011, following a changes to Cabinet Portfolios at the County Council Mr. P. Corfield was appointed Vice-Chairman up to the annual meeting of the Joint Committee in 2011.

2. Apologies

3. Declarations of Interest in accordance with Standing Order 16

4. Minutes of the meeting held on 24 February 2011 (Pages 1 - 4)

5. Staffordshire and Stoke-on-Trent Archive Services: Annual Report 2010/11 (Pages 5 - 8)

Joint report of the Deputy Chief Executive and Director of Place and the Director of Adult and Neighbourhood Services

6. Staffordshire and Stoke-on-Trent Archive Services: Results of the National Archives Assessment of Local Authority Archives Services, 2010 and Results of Survey of Visitors to British Archives, 2011 (Pages 9 - 20)

Joint report of the Deputy Chief Executive and Director of Place and the Director of Adult and Neighbourhood Services

7. **Joint Archive Service - Outturn 2010/11** (Pages 21 - 26)

Joint report of the Director of Finance and Resources and the City Director of Central Services

8. **Date of next meeting - 22 November 2011 (venue in Stoke-on-Trent 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	
Pat Corfield	Ian Parry
Gwen Hassall	Liz Staples (Substitute)
Mike Maryon (Substitute)	Simon Tagg (Observer)

Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee meeting held on 24 February 2011

Present: Pat Corfield, Ross Irving, Ian Parry, Kath Perry and Liz Staples

Apologies for absence: Hazel Lyth

PART ONE

17. Declarations of Interest in accordance with Standing Order 16

None at this meeting.

Change of Membership on the Committee

The Committee noted that following changes to the cabinet portfolios at the County Council membership of the Committee had changed and Pat Corfield, Cabinet Member for Culture, Communities and Customers, had been appointed vice Ben Adams. Mr. Corfield was welcomed to the meeting and, as apologies had been received from Mrs Hazel Lyth (Chairman), was appointed Chairman for the meeting.

18. Minutes of the meeting held on 22 November 2010

RESOLVED – that the minutes of the meeting held on 22 November 2010 be agreed and signed by the Chairman.

19. Appointment of Vice-Chairman

Following changes to the cabinet portfolios at the County Council membership of the Staffordshire and Stoke-on-Trent Joint Archive Committee had changed and Ben Adams (Vice-Chairman) had been replaced by Pat Corfield, Cabinet Member for Culture, Communities and Customers.

RESOLVED – That Mr. Pat Corfield be appointed Vice-Chairman of the Staffordshire and Stoke-on-Trent Joint Archives Committee up to the annual meeting of the Joint Committee in 2011.

20. Annual Implementation Plan, 2010-11: Predicted Outturn Performance

The Committee considered a joint report of the Director for Place and Deputy Chief Executive and the Director of Adult and Neighbourhood Services detailing the predicted outturn against the targets set in Joint Archive Service's Annual Implementation Plan for 2010 - 2011.

The Annual Implementation Plan sets the annual targets for the performance of Joint Archive Service. These targets work towards the overall achievement of the Archive Service's current three-year service objectives, which were set out in its current Forward Plan, 2009-2012. Members noted that the Archive Service had made good progress against its targets.

The Archive Service was now required to submit its annual Implementation Plan and to report on performance against it as part of The National Archives (TNA) Assessment of Local Authority Archive Services. Performance against the planned targets was scored accordingly by TNA.

The year 2010-2011 had seen good progress against the individual targets set in the Archive Service Implementation Plan and positive performance in all areas of activity. The Committee noted the Implementation Plan was on target to be completed with no major shortfalls. They also noted the following main areas of good performance for 2010/11 arranged under the current service objectives for 2009 to 2012 included: (a) to put the customer at the heart of service delivery; (b) to build upon our innovative online presence; (c) to engage with Staffordshire's communities to strengthen their sense of identity and place; (d) to engage people of all ages in activities which celebrate and discover Staffordshire's history; (e) maintain and improve service efficiency, impact and quality; (f) to improve and promote user access to collections; and (g) deliver high quality care of collections.

Members noted that the new outstore was due for completion on 11 March 2011. Following a question from a Member regarding fire safety, the Head of Archive Services confirmed that the outstore been fitted with a high sensitive smoke detection system (HSSD). They also noted that the cultural heritage of Staffordshire was being especially promoted leading up to the 2012 Olympics including: the second phase of International Staffordshire, a major online exhibition to mark the 2012 Olympics and an exhibition of the Service's Anglo Saxon charters. In answer to a question the Head of Archive services said that she hoped to see an archive presence on the Mercian Trail. Members also received details of the new digital archive repository, which was a significant piece of work for the service.

RESOLVED – that the report be received as a record of the predicted performance of the Joint Archive Service for the year ending 31 March 2011.

21. Predicted Outturn 2010/11 and Proposed Revenue Budget 2011/12

The Committee considered a joint report of the Director of Finance and Resources and the City Director of Finance detailing the current predicted outturn for 2010/11 for the Joint Archive Service and to consider the budget position for 2011/12.

Members noted that the latest revenue outturn forecast showed an anticipated underspend of £29,474 at the end of the financial year. The current balance on the General Reserve was £115,344 of which £80,000 had already been earmarked for alterations and environmental controls at Stoke and adaptations for the new outstore.

The Committee were asked to approve the earmarking of £12,000 towards:- (i) costs associated with the staffing reductions in 2011/12 (£9,000); and (ii) exhibition costs (£3,000), arising from the production of a complementary exhibition by the Archive Service to support the Staffordshire Hoard exhibition and other related events in Stafford in July 2011.

The Archive Acquisition Reserve had a balance of £65,859 towards the purchase of new collections.

Members noted that the proposed revenue budget for 2011/12 of £607,086 has reduced when compared to the estimate for the current year due to the implementation of the new financial arrangements in the revised Joint Archives Agreement, approved by the Joint Archives Committee at its meeting on 22 November 2010, and a planned reduction in the level of service opening hours at Stoke on Trent City Archives. The proposed revenue budget would be funded by the County Council (77.56%) and the City Council

(22.44%) and these percentages reflect the respective population levels of the two authorities at June 2009.

RESOLVED – (a) That the report be received.

(b) That the sum of £12,000 be earmarked from the General Reserve to cover; costs associated with staffing reductions in 2011/12; and exhibition costs arising from the production of a complementary exhibition to support the Staffordshire Hoard exhibition and other related events in Stafford in July 2011.

(c) That the revenue budget proposed for 2011/12 be approved and submitted to the County Council and the City Council for consideration.

22. Award of Customer Service Excellence Standard

The Committee considered a joint report of the Director of Place and Deputy Chief Executive and the Director of Adult and Neighbourhood Services detailing the successful outcome of the recent assessment of the Joint Archive Service against the Customer Service Excellence Standard (this replaced the Charter Mark quality standard in 2008) and to consider the ongoing commitment of the Joint Archive Service to maintaining the Standard.

The Joint Archive Service was externally assessed against the Customer Service Excellence Standard in December 2010. As a result of this assessment, the Service was judged to meet the Standard and awarded the Standard in January 2011. Members noted the five main criteria, and that the Joint Archive Service achieved full compliance in 55 out of a further 57 sub-criteria for the Standard. This was a major achievement and marks a continuous record of achievement by the Joint Archive Service in standards of excellence in public service, which had resulted in a series of successive awards and external recognition between 1998 and 2008.

RESOLVED – (a) That the award of the Customer Service Excellence Standard to the Joint Archive Service in January 2011 be noted.

(b) That the Joint Committee endorses the continuing commitment of the Joint Archive Service to Customer Service Excellence.

23. Date of next meeting - Thursday 16 June 2011 at the County Record Office, Eastgate Street, Stafford.

RESOLVED – that the next meeting of the Staffordshire and Stoke-on-Trent Joint Archive Committee be held on Thursday 16 June 2011 at the County Record Office, Eastgate Street, Stafford.

Chairman

Documents referred to in these minutes as Schedules are not appended, but will be attached to the signed copy of the Minutes of the meeting. Copies, or specific information contained in them, may be available on request.

Local Members' Interest

N/A

**STAFFORDSHIRE AND STOKE-ON-TRENT JOINT ARCHIVES COMMITTEE
16 JUNE 2011**

**JOINT REPORT OF DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF PLACE
(STAFFORDSHIRE COUNTY COUNCIL)
AND THE DIRECTOR OF ADULT AND NEIGHBOURHOOD SERVICES (STOKE
ON TRENT CITY COUNCIL)**

**STAFFORDSHIRE AND STOKE-ON-TRENT ARCHIVE SERVICE:
ANNUAL REPORT 2010-2011**

1. PURPOSE OF THE REPORT

- 1.1 To present to the Joint Committee the annual report on the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service for the period April 2010 to March 2011.

2. SUMMARY

- 2.1 The accompanying Annual Report provides an account and review of the work and performance of the Staffordshire and Stoke-on-Trent Archive Service for the financial year, April 2010 to March 2011.
- 2.2 The Annual Report demonstrates a productive year for the Joint Archive Service in terms of its performance, achievements and associated activity. The most notable successes have been: achievement of the Customer Service Excellence Standard, the National Archives self-assessment retaining four star rating and tenth place, the Children on the Move Project funded by Heritage Lottery Fund, the launch of International Staffordshire – an online exhibition forming part of our 2012 Cultural Olympiad Programme, and the completion of our new outstore to enable the continued expansion of our collections.
- 2.3 The Service made good progress in the core areas of activity: improving access to collections; the public services; cataloguing; learning; preservation; and conservation. It was a particularly successful year in terms of outreach working with some very positive outcomes for communities. The service continued its survey of records of sports organisations, developed as part of the 2012 Olympics Legacy. The service also celebrated 10 years of volunteering with a celebration for its past and present volunteers.
- 2.4 Personal visits to the Service were however down by 5%, a trend common to most archive services. The Service's online resources were analysed using different software systems which produced very different results however these exceeded predicted targets.

- 2.5 The Annual Report expands of all of this activity. Detailed progress against the targets set in the Service's Implementation Plan for 2010-2011 has already been reported to this Committee on 24 February 2011.

3. RECOMMENDATION

- 3.1 That the Annual Report for the Staffordshire and Stoke-on-Trent Archive Service, 2010-2011, be received as a record of the performance of the Service in the year under review.

4. BACKGROUND

- 4.1 The terms of the Joint Agreement for Archive Services between Staffordshire County Council and Stoke-on-Trent City Council requires an annual report on the work of the Joint Archive Service to be brought to the Annual Meeting in June. The Annual Report also provides the means by which the Committee can be presented with a full overview of the range of activities, progress and performance of the Service.

- 4.2 The main functions of the Archive Service are the location and acquisition of archive collections; their preservation and conservation; the provision of a wide range of public and learning services to enable the use of collections; developing and encouraging the use of collections; and the promotion of the service through a wide range of outreach activity.

- 4.3 The year 2010-2011 was the second in the current three-year planning cycle for the Joint Archive Service. This year's Annual Report shows both positive achievements and steady progress towards meeting the overall strategic objectives of the Archive Service within the current Forward Plan, 2009-2012. These objectives are:

- To put the customer at the heart of service delivery.
- To build upon our innovative online presence
- To engage with Staffordshire's communities to strengthen their sense of identity and place
- To engage people of all ages in activities which celebrate and discover Staffordshire's history
- To continue to build a well-managed and high performing service
- To improve and promote user access to collections
- To deliver high quality care of our irreplaceable archive collections

- 4.4 In terms of external assessment the Service was reassessed under the National Archives Self-Assessment process. The Service performed well retaining its four star rating and its tenth place out of 124 local authority services. This is reported in more detail in a separate report.

4.5 The Joint Archive Service produced good performance results against its local targets for public service delivery and achieved a 100% customer satisfaction rating in the national Survey of Visitors to British Archives carried out in February 2011. This is reported in more detail in a separate report.

4.6 It was an active year in terms of online developments, continuing to build on the Staffordshire Name Indexes website which achieved 14, 714 visits and generated new income for the service. Outreach work continued to develop with the introduction of a new Family History Club at Staffordshire Record Office and work completed through the Children on the Move project. Other areas of notable progress included further inroads into the cataloguing and conservation backlogs. Volunteer and partnership working remained strong throughout the year and it is pleasing to record a total of 4,379 hours of volunteer activity across the Archive Service.

5. FINANCIAL IMPLICATIONS

5.1 The final net revenue outturn for the Joint Archive Service is the subject of a report elsewhere on this agenda.

6. PERSONNEL AND EQUAL OPPORTUNITIES IMPLICATIONS

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

7 LEGAL IMPLICATIONS

7.1 The work of the Joint Archive Service, as detailed in the Annual Report, is carried out within the framework of joint agreement, existing archive and other related legislation.

Catherine Raines, Deputy Chief Executive and Director of Place
Tony Oakman, Director of Adult and Neighbourhood Services

Contact officer: Joanna Terry (01785 – 278370)

Background documents: Staffordshire and Stoke-on-Trent Archive Service: accessions registers; cataloguing record sheets; public service and monitoring statistics, 2010-2011; results of public service surveys, 2010/2011; customer comment forms 2010-2011; conservation records, 2010-2011; Implementation Plan monitoring reports, 2010-2011.

Local Members' Interest

N/A

**STAFFORDSHIRE AND STOKE-ON-TRENT JOINT ARCHIVES COMMITTEE
16 JUNE 2011**

JOINT REPORT OF THE DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF PLACE (STAFFORDSHIRE COUNTY COUNCIL) AND THE DIRECTOR OF ADULT AND NEIGHBOURHOOD SERVICES (STOKE-ON-TRENT CITY COUNCIL)

**STAFFORDSHIRE AND STOKE-ON-TRENT ARCHIVE SERVICE:
RESULTS OF THE NATIONAL ARCHIVES ASSESSMENT OF
LOCAL AUTHORITY ARCHIVE SERVICES, 2010 AND RESULTS OF SURVEY OF
VISITORS TO BRITISH ARCHIVES, 2011**

1. PURPOSE OF THE REPORT

- 1.1 To report to the Committee the outcome of the National Archives Assessment for the Staffordshire and Stoke on Trent (Joint) Archive Service of completed during the summer of 2010. To also report the results of the Survey of Visitors to British Archives carried out in February 2011.

2. SUMMARY

- 2.1 Since 2006 The National Archives introduced a self assessment process to enable it to discharge its legal functions in relation to the inspection and monitoring of local authority archive services.
- 2.2 The Archive Service's submission for the 2010 self assessment was completed last summer. The overall performance bandings are 1-4 four star ratings with an overall 'league' table of results published. The Joint Archive Service has been judged as a four star service and as such, is one of the leading local authority archive services in England and Wales retaining its tenth position within the Local Authority League tables.
- 2.3 In February 2011 the Archive Service participated in the national Survey of Visitors to British Archives. The survey is run under the auspices of the Public Services Quality Group: Quality Forum for Archives and Local Studies, and it is carried out every 18 months. The statistics are interpreted and externally validated by the Chartered Institute of Public Finance (CIPFA).
- 2.4 Twelve individual areas of service provision and delivery are covered by the survey, so providing regular trend data for the Service over a period of time. The ratings allocated by the respondents are: very good; good; adequate; poor; and very poor. In calculating its overall customer satisfaction rating, the Service combines the very good and good ratings.

- 2.5 The overall satisfaction rating for the Service has been constant at 98% for several years however this year it has increased to 100%. This result reflects the high quality service and its appreciation by service users.
- 2.6 The main results and conclusions for the National Archives Assessment are outlined in sections 4 and 5 of this report and within Appendix 1. Similarly the Survey of Visitors to British Archives results and conclusions are in the same sections and within Appendix 2 to this report.

3. RECOMMENDATION

That the report be received and noted.

4. BACKGROUND

4.1 Results of the National Archives Self – Assessment

- 4.1.1 The National Archive assessment focuses on five functional areas of archive service provision and delivery. The information and evidence submitted by local archive services is scored by The National Archives and is moderated by an external assessment panel. The National Archives may also pursue individual questions separately with services should they require further clarity.
- 4.1.2 The functional areas of service provision and delivery examined by the self assessment process are: governance; the documentation of collections; access and outreach services; preservation and conservation; and buildings and environment. The questions were broadly similar to those of the 2008 assessment. However there were additional questions to investigate the provision for the receipt and management of born digital archives.
- 4.1.3 As a multi- repository service, the Joint Service is required to submit information for each of its three record offices: Staffordshire Record Office, Lichfield Record Office and Stoke on Trent City Archives. Information is also supplied on its out store at Northfields in Stafford for the buildings and environment section of the assessment. However the final score and performance banding is an overall one for the whole service. The performance bands for the overall score take into account both the absolute score received and the consistency of performance on the five areas examined.
- 4.1.4 The Archive Service achieved an overall score of 81% which was an increase of 2% compared with the 2008 assessment. When compared to the 2006 assessment this is an increase of 8.5 % and shows sustained improvement. The Service also achieved a four star performance rating in three out of the five areas examined. The four star performance bands were achieved in: governance, which includes planning, policies, service responsibilities, performance and use of resources; preservation and conservation; and the documentation of collections which includes cataloguing and the ongoing

work to reduce cataloguing backlogs. In buildings and environment and access and outreach services which include public services and audience development the Service achieved a three star rating.

- 4.1.5 For the Archive Service significant progress has been shown in the Buildings and environment section in part due to the buildings improvement plan. Work under this plan has included conservation cleaning and a rolling programme of wrapping and boxing of certain types of archive material. This programme is carried out across the service. The construction of the new outstore at Beaconside will help support continued improvement in this area. However it is vital that further progress is made as many archive services have now obtained new buildings which dramatically improve their ratings.
- 4.1.6 The other areas which have also shown good progress are documentation of collections and preservation and conservation where the Service ranks fourth and fifth respectively. This can be attributed to the continuing work to address cataloguing backlogs and include more collection level descriptions in the online catalogue. This work has increased the proportion of collections which have a description. In addition the work to set up a digital archive repository and produce guidelines for managing these records has helped to improve the score for preservation and conservation work.
- 4.1.6 Surprisingly the area which received the lowest score is Access and Outreach which is an area where the Service has traditionally performed well. Despite the varied and busy outreach programme on offer the Archive Service has struggled to attract more school groups and also not managed to make as much progress as it would have liked in targeting hard to reach groups. The constraints of maintaining a public service and progressing work to reduce cataloguing backlogs, means that work in this area is sometimes restricted.
- 4.1.7 The Service has already completed some analysis of its 2010 assessment to identify areas to enable it to improve and to hopefully maintain its rating as a four star service. The Joint Archive Service will also receive an onsite inspection from The National Archives in the autumn of 2011.

4.2 Results of Survey of Visitors to British Archives 2011

- 4.2.1 In February 2011 the Archive Service participated in the national Survey of Visitors to British Archives. The Survey occurs every 18 months and in the intervening year the service completes its own survey using the same methodology. The overall satisfaction rating for the service is measured through this survey by adding the responses for good and very good together. In Staffordshire the number of returns completed for the Service overall was 393 compared to 368 in 2009. The increased response rate was partly due to the survey being carried out during a busier period and also improved promotion of the survey.
- 4.2.2 Reasons for using the Archive Service were varied with family history as the most popular at 77%. Other reasons included 10% of users as part of their formal employment and 9% as students or researchers. This shows the broader and practical application of the use of the service.

- 4.2.3 The user profile remains constant when compared to previous surveys. The age range is predominantly in the 55-74 age which represented 67% of respondents. Over 75s equates to 6% of respondents. Only 11% of those surveyed were aged under 45. The gender profile split is almost equal which is the same as previous survey results. New users represented 28% of the respondents showing that there is continued interest in the service and a slight increase compared to previous results. 19% of those surveyed had been using the service for between five and ten years, while 18% had been using the service over ten years. Of the respondents 13% reported a disability of some kind which shows the importance of the service continuing to ensure its services are accessible for its range of users.
- 4.2.4 Analysis of the postcode data revealed that 62 % of users had travelled within the county but significantly 38% had come from outside Staffordshire and Stoke on Trent. This shows the broader appeal of the service and how it encourages visitors to the county and city. In addition those using the service also contribute to the local economy by using other services and generating a secondary spend. 45% of respondents said they would eat out locally, 70% would use local shops and services and 20% planned to visit other places of interest in the area. 9% of those surveyed would actually stay overnight in connection with their visit.
- 4.2.5 The main results for the twelve categories for the service as a whole were excellent, showing improvements in all categories except for one which remained the same at 99%. What was particularly pleasing is that the rating for the website has increased by 4% reflecting the amount of work put into the site to improve its structure and also the addition of the Staffordshire Name Indexes website. The rating of the service overall (our customer satisfaction measure) was 100% which is the best result ever achieved by the service improving on previous results which have been at 98% for some years. The results were helped by the increased response rate and reflect many years of work by the service in its commitment to customer care.
- 4.2.6 The service wide results also show significant shifts in the amount of respondents rating the twelve categories as very good and similarly a reduction in the number rating the service as poor. The rating for very poor has always been very low just 1% rating copy services at this level. In six of the categories the service has over 60% of respondents rating it as very good.
- 4.2.7 The results for individual offices similarly show an upward trend. However at the Staffordshire Record Office one of the areas where performance has decreased is the microfilm and fiche viewing facilities, this is partly because the newer machines do not perform as well as the older models. Unfortunately this older model is no longer available. Areas which have improved at Stafford include the visitor facilities rating (up 6%) which was due to the introduction of a new drinks machine in January 2010. Onsite computer facilities also went up by 7% as a result of the upgrade of public computers in August 2010. Another significant improvement was in the rating of copy services which had increased by 11% and which can be attributed to a review

of staffing in this area to broaden their roles so that this service no longer relied on one member of staff.

- 4.2.8 Lichfield Record Office had downward trends in the physical access and visitor facilities categories (7% and 4% respectively). These are partly due to work which was being carried out in Lichfield Library at the time that the survey was taking place. This has now finished and access has improved. Like Stafford, Lichfield also had its public computers upgraded in 2010 hence the improvement of 23% in the rating for this category.
- 4.2.9 All of the categories for Stoke on Trent City Archives showed an upward trend. Some of the comments on the surveys inevitably referred to the consultation on the reduction of opening hours at Stoke and expressed regret and concern at the proposal. However this did not detract from overwhelmingly positive response about the service.
- 4.2.10 The numerous comments of the surveys reflected the appreciation of the help and advice from the staff: *Very impressed by the extremely helpful and knowledgeable staff; one of the best archives (and I have used many); thank you to the staff for the help to a very stressed learner; I am founder of the Cannock Chase Mining Historical Society, and all the authors of the books about Cannock Chase Coalfield have used the facilities on numerous occasions and still do. Without the records stored here we could not have produced the booksmore books to come.* The comments speak for themselves and show how the Archive Service is valued and also show how research carried out in the reading rooms can have quite far reaching outcomes.

5. CONCLUSIONS FROM BOTH SETS OF RESULTS

- 5.1 The results of both the National Archives Assessment and Visitors to British Archives both demonstrate that the Archive Service has made significant progress and represents an excellent, high performing, valued service. It has retained its position as one of the top ten archive services in the country and the highest performing within the West Midlands.
- 5.2 Along side this the Service has managed to increase its impressive 98% customer satisfaction rating to 100%. In addition the shift from good to very good has taken place in six categories representing a very positive trend in the data.
- 5.3 Despite these impressive results there is always room for improvement as standards and expectations inevitably rise. The pressure to improve the conditions for storage of archives remains and the Archive Service faces increasing competition from other services which have obtained new buildings. Accommodation for the Service is key to improving not only storage but also providing a modern service which reflects the current and future needs of its users.
- 5.4 The demands for access to services online continue to grow and the Archive Service is now actively pursuing opportunities to digitise key family history

resources by investigating commercial partnerships. This will clearly be a great opportunity to widen access to Staffordshire's rich archival heritage beyond the city and county. However the service also needs to focus on its work to reach local communities and help strengthen their identity through its outreach work.

6. FINANCIAL IMPLICATIONS

- 6.1 It is anticipated that any improvements which have already been identified should be able to be accommodated within the existing Archive Service budget, although it may be necessary to call on some general reserve funding.

7. PERSONNEL AND EQUAL OPPORTUNITIES IMPLICATIONS

- 7.1 Work to improve and maintain the Joint Archive Service status under the National Archives Assessment will involve further work on accessibility to services and audience development. This work will also support public service development and maintaining high levels of customer satisfaction.

8 LEGAL IMPLICATIONS

- 8.1 The National Archives, on behalf of the Lord Chancellor, has a duty under section 4.1 of the Public Records Act 1958 to inspect and approve the standards of provision by places of deposit for public records outside the National Archives, and also a more general duty under the Royal Warrant of the Historical Manuscripts Commission to promote and assist the proper preservation and storage of records and to assist those wishing to use them for study or research. The National Archives discharges these duties in relation to archive repositories in part by collecting and assessing information from repositories about their governance, storage facilities, documentation and access and preservation arrangements.

Catherine Raines, Deputy Chief Executive and Director of Place
Tony Oakman, Director of Adult and Neighbourhood Services

Contact officer: Joanna Terry (01785 – 278370)

Background documents: Joint Archive Service, Results of The National Archives Self Assessment of Local Authority Archive Services, 2008 and 2010. PSQG Surveys of Visitors to British Archives Results 2009 and 2011.

**Appendix 1 NATIONAL ARCHIVES SELF ASSESSMENT OF LOCAL AUTHORITY ARCHIVE SERVICES IN ENGLAND AND WALES,
2010 STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE RESULTS**

	Joint Archive Service Score 2010	Joint Archive Service Position 2010	Joint Archive Service Score 2008	Joint Archive Service performance band	West Midlands average score, 2010	Average score of county archive services, 2010	Average UK archive service score, 2010 (2008 score in brackets)
Section 1 Governance	88.5%	Equal 8th	88%	****	66.91%	71.94%	65.92% (62%)
Section 2 Documentation of Collections	85%	4th	83%	****	59.09%	68.16%	64.20% (59%)
Section 3 Access and outreach	74.5%	15 th	78%	***	61.73%	65.38%	62.88% (57%)
Section 4 Preservation and conservation	91.5%	Equal 5th	84.5%	****	62.09%	75.83%	69.39% (65%)
Section 5 Buildings and environment	82.5%	Equal 19 th	69.5%	***	66.45%	71.04%	68.90% (64.5%)
Overall score	81%	Equal 10 th	79%	****	63.32%	69.39%	65.74% (61%)

Since the assessment began in 2006, we have consistently improved our overall score:

2006	2007	2008	2010
72.5%	78.5%	79%	81%

Appendix 2: Results of Visitors to British Archives Survey 2011

SECTION A: ABOUT
YOUR VISIT
EXPERIENCE

PSQG Survey, 2011 - Archive Service results compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	
	2011	% change on 2009	2009	% change on 2007	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	99%	up 2%	80%	up 21%	19%	1%	0%	same	0%	same	243	321
Web site	89%	up 4%	43%	up 7%	46%	10%	1%	down 1%	0%	same	188	260
Opening hours	92%	up 3%	46%	up 3%	46%	8%	0%	down 1%	0%	same	261	367
Physical access to and in the building	96%	up 3%	58%	up 3%	38%	4%	0%	same	0%	same	264	373
Visitor facilities	86%	up 4%	44%	up 4%	42%	12%	1%	down 2%	0%	same	256	365
Catalogues & guides (including online guides)	95%	up 6%	48%	up 4%	47%	5%	0%	same	0%	same	234	316
Document delivery	99%	up 2%	75%	up 12%	24%	1%	0%	same	0%	same	228	299
Microfilm and fiche viewing facilities	95%	up 4%	60%	up 9%	35%	5%	0%	down 1%	0%	same	232	300
Copy services	95%	up 10%	59%	up 14%	36%	5%	0%	down 1%	1%	up 1%	202	256
On site computer facilities	92%	up 9%	54%	up 12%	38%	7%	1%	down 1%	0%	same	200	240
Quality and appropriateness of the staff's advice	100%	up 2%	82%	up 11%	18%	1%	0%	same	0%	same	254	363
Helpfulness and friendliness of the staff	99%	same	90%	up 7%	9%	1%	0%	same	0%	same	264	377
The archive's service overall	100%	up 2%	77%	up 13%	23%	0%	0%	same	0%	same	260	375

Appendix 2: Results of Visitors to British Archives Survey 2011

SECTION A: ABOUT
YOUR VISIT
EXPERIENCE

Staffordshire Record Office percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	100%	same	75%	up 20%	25%	0%	0%	same	0%	same	95	127
Web site	88%	up 5%	38%	up 11%	50%	12%	1%	down 3%	0%	same	81	104
Opening hours	93%	same	46%	down 4%	47%	7%	0%	same	0%	same	105	147
Physical access to and in the building	97%	down 1%	61%	down 2%	36%	3%	0%	same	0%	same	105	147
Visitor facilities	88%	up 6%	45%	up 7%	43%	12%	1%	down 4%	0%	same	105	148
Catalogues & guides (including online guides)	93%	up 1%	42%	up 2%	51%	6%	1%	up 1%	0%	same	100	126
Document delivery	98%	up 2%	66%	up 17%	32%	2%	0%	same	0%	same	95	111
Microfilm and fiche viewing facilities	94%	down 2%	59%	up 8%	35%	6%	0%	same	0%	same	92	123
Copy services	91%	up 11%	49%	up 16%	42%	6%	0%	down 1%	2%	up 2%	80	93
On site computer facilities	84%	up 7%	40%	up 8%	44%	13%	2%	down 1%	0%	same	75	84
Quality and appropriateness of the staff's advice	98%	up 1%	73%	up 7%	25%	1%	1%	up 1%	0%	same	102	142
Helpfulness and friendliness of the staff	98%	down 2%	86%	up 7%	12%	1%	0%	same	1%	up 1%	105	146
The archive's service overall	99%	same	70%	up 11%	29%	1%	0%	same	0%	same	105	145

Appendix 2: Results of Visitors to British Archives Survey 2011

SECTION A: ABOUT
YOUR VISIT
EXPERIENCE

Lichfield Record Office percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	98%	up 5%	80%	up 11%	18%	1%	2%	up 2%	0%	same	45	82
Web site	89%	up 2%	37%	up 5%	52%	10%	2%	up 2%	0%	same	38	63
Opening hours	95%	up 11%	46%	up 15%	49%	4%	0%	down 4%	0%	same	51	89
Physical access to and in the building	91%	down 7%	42%	down 13%	49%	9%	0%	same	0%	same	51	91
Visitor facilities	76%	down 4%	29%	down 8%	47%	22%	1%	down 1%	0%	same	49	85
Catalogues & guides (including online guides)	93%	up 13%	38%	down 9	55%	7%	0%	down 2%	0%	same	45	74
Document delivery	100%	same	81%	up 10%	19%	0%	0%	same	0%	same	45	75
Microfilm and fiche viewing facilities	90%	up 6%	48%	up 3%	42%	10%	0%	down 2%	0%	same	44	67
Copy services	90%	up 13%	53%	up 12%	37%	10%	0%	same	0%	same	39	49
On site computer facilities	90%	up 23%	40%	up 7%	50%	10%	0%	down 5%	0%	same	39	50
Quality and appropriateness of the staff's advice	100%	up 4%	89%	up 12%	11%	0%	0%	same	0%	same	48	89
Helpfulness and friendliness of the staff	100%	same	92%	down 2%	8%	0%	0%	same	0%	same	51	91
The archive's service overall	100%	same	76%	up 2%	24%	0%	0%	same	0%	same	50	91

Appendix 2: Results of Visitors to British Archives Survey 2011

SECTION A: ABOUT
YOUR VISIT
EXPERIENCE

Stoke on Trent City Archives percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2009	% change on 2007	2009	2011
Pre-visit	98%	up 3%	85%	up 26%	13%	2%	1%	up 1%	0%	down 1%	103	112
Web site	91%	up 6%	53%	up 4%	38%	9%	1%	up 1%	0%	same	69	93
Opening hours	89%	up 1%	45%	up 4%	44%	11%	0%	same	0%	same	105	131
Physical access to and in the building	97%	up 12%	65%	up 19%	32%	3%	0%	down 1%	0%	same	108	135
Visitor facilities	92%	up 10%	53%	up 10%	39%	6%	2%	same	0%	same	102	132
Catalogues & guides (including online guides)	97%	up 7%	61%	up 14%	36%	3%	0%	same	0%	same	89	116
Document delivery	99%	up 2%	80%	up 7%	19%	1%	1%	up 1%	0%	same	88	113
Microfilm and fiche viewing facilities	98%	up 10%	67%	up 14%	31%	2%	0%	down 2%	0%	down 1%	96	110
Copy services	99%	up 5%	68%	up 10%	31%	1%	0%	down 1%	0%	same	83	114
On site computer facilities	100%	up 5%	72%	up 19%	28%	0%	0%	same	0%	same	86	106
Quality and appropriateness of the staff's advice	100%	up 3%	86%	up 13%	14%	0%	0%	same	0%	same	104	132
Helpfulness and friendliness of the staff	100%	up 2%	92%	up 10%	8%	0%	0%	down 1%	0%	same	108	140
The archive's service overall	100%	up 4%	83%	up 18%	17%	0%	0%	same	0%	same	105	139

Local Member Interest
N/A

**STAFFORDSHIRE AND STOKE-ON-TRENT JOINT ARCHIVES
COMMITTEE - 16th June 2011**

**Joint Report of the Director of Finance and the City Director of Central
Services**

JOINT ARCHIVE SERVICE – OUTTURN 2010/11

1. Purpose of Report
 - 1.1 To present the final outturn for the Joint Archive Service for 2010/11.
2. Summary
 - 2.1 The Joint Archive Service budget for 2010/11 was underspent by £33,860. The General Reserve has a balance of £99,204 of which £42,000 has already been earmarked.
 - 2.2 The Archive Acquisition Reserve has a balance of £66,114.
3. Recommendations
 - 3.1 That the report be received.
 - 3.2 That approval be given to the request for earmarked sums from the General Reserve, specified at paragraph 5.3.
4. Final Outturn 2010/11
 - 4.1 The outturn for the Joint Archives Service is set out in Appendix 1. The service has spent £1,122,690 compared with an approved budget of £1,156,550. This gives an underspend of £33,860 which was transferred to the General Reserve at the end of the financial year.
 - 4.2 The County has underspent by £21,302 due to savings on flexible retirement and reductions in research staffing costs.
 - 4.3 The City Council has underspent by £12,558 due to savings from staff vacancies and the receipt of a reimbursement for Future Jobs Funds.
5. Reserves
 - 5.1 There are two reserves which are held by the Joint Archive Service, these being the General Reserve and the Archive Acquisition Reserve. The balance of these reserves is set out in Appendix 2.

- 5.2 The General Reserve has a balance of £99,204. Of this the following sums have already been earmarked.

Alterations/Environmental controls at Stoke	£30,000
Staff reduction costs	£ 9,000
Exhibition costs – Staffordshire Hoard	£ 3,000

- 5.3 Approval is sought to earmark an additional sum of £25,000 to progress preparatory work and associated costs for improvements to Stoke's basement strongroom.
- 5.4 The current balance on the second reserve, the Archive Acquisition Reserve, is £66,114. This reserve enables the Archive Service to purchase collections for the benefit of archive users in the County and the City.

6. Capital Budget 2010/11

- 6.1 There is no capital budget.

7. Personnel and Equal Opportunities

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

Paul Simpson
Director of Central Services

Andrew Burns
Director of Finance

Background Documents

Public: Staffordshire and Stoke on Trent Joint Archives
Committee 16th March 2010 (Report on Proposed
Revenue and Capital Budgets 2010/11)

Non Public: Joint and Other Archive Services 2010/11Files

Contact Officers

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Staffordshire & Stoke-on-Trent Joint Archives Service
Outturn Position 2010-11

	Core Services		Staffordshire County Sites and Public Services		Stoke City Sites and Public Services		Total for service	
	Current Estimate 2010/11 £	Outturn 2010/11 £	Current Estimate 2010/11 £	Outturn 2010/11 £	Current Estimate 2010/11 £	Outturn 2010/11 £	Current Estimate 2010/11 £	Outturn 2010/11 £
Expenditure								
Employees	313,800	312,602	409,900	386,849	130,010	118,091	853,710	817,542
Training	2,300	2,180			870	1,051	3,170	3,231
Premises			41,540	41,915	50,370	49,380	91,910	91,295
Transport	2,150	1,914	900	845	500	963	3,550	3,722
Supplies and Services	13,790	25,116	39,780	28,031	25,900	33,150	79,470	86,297
IT/Telephone Services	5,550	5,500	29,380	29,314			34,930	34,814
Pooled Buildings			129,210	129,210			129,210	129,210
Recharges/Central Support	17,440	20,360			13,700	11,424	31,140	31,784
Transfers to Reserve		256						256
Total Expenditure	355,030	367,928	650,710	616,164	221,350	214,059	1,227,090	1,198,151
Income								
Grants & Reimbursements						3,850	0	3,850
Sales			15,800	14,135			15,800	14,135
Fees & Charges			26,910	23,732	6,880	7,129	33,790	30,861
Miscellaneous	4,900	7,788	8,050	10,827			12,950	18,615
Transfers from reserve	4,000	4,000	4,000	4,000			8,000	8,000
Total Income	8,900	11,788	54,760	52,694	6,880	10,979	70,540	75,461
Net Expenditure	346,130	356,140	595,950	563,470	214,470	203,080	1,156,550	1,122,690
							VARIATION	-33,860

JOINT ARCHIVES GENERAL RESERVE**APPENDIX 2**

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
Balance brought forward 1 April 2010	92,213	43,184	135,397
2010/11			
Meeting Room - Lichfield	4,000		4,000
Audit Fees 2009/10	12,053		12,053
Adaptations for New Outstore	50,000		50,000
Microfilming programme for Staffordshire electoral registers	4,000		4,000
	22,160	43,184	65,344
Underspend 2010/11	21,302	12,558	33,860
Balance at 1 April 2011	43,462	55,742	99,204
Earmarked items			
Alterations/Environmental Controls at Stoke		55,000	55,000
Staff Reduction costs	9,000		9,000
Exhibition costs - Staffordshire Hoard	3,000		3,000
Balance available to spend at April 2011	31,462	742	32,204

JOINT ARCHIVES ACQUISITION RESERVE

Balance brought forward 1 April 2010	65859	0	65,859
Underspend 2010/11	255	0	255
Balance available to spend at April 2011	66114	0	66114

