

Staffordshire and Stoke-on-Trent Joint Archives Committee

Thursday, 23 February 2012

10.30 am

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

John Tradewell
Director of Law and Democracy
15 February 2012

A G E N D A

1. **Apologies**
2. **Declarations of Interest in accordance with Standing Order 16**
3. **Minutes of the meeting held on 7 December 2011** (Pages 1 - 4)
4. **Annual Implementation Plan, 2011-12: Predicted Outturn** (Pages 5 - 16)

Report of Director for Deputy Chief Executive and Director for Place and Director of Adult and Neighbourhood Services

5. **Predicted Outturn 2011/12 and Proposed Revenue Budget 2012/13** (Pages 17 - 26)

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

6. **Forward Plan 2012-2015** (Pages 27 - 38)

Report of Director for Deputy Chief Executive and Director for Place and Director of Adult and Neighbourhood Services

7. **Digitisation of key family history collections** (Pages 39 - 42)

Report of Director for Deputy Chief Executive and Director for Place and Director of Adult and Neighbourhood Services

8. **Date of next meeting - 21 June 2012**

The meeting will be held at the Civic Centre, Stoke-on-Trent

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 (Chairman)	Ruth Rosenau (Substitute)
Gwen Hassall (Vice-Chairman)	Liz Staples (Substitute)
Mike Maryon (Substitute)	Simon Tagg (Observer)
Ian Parry	

**Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee
meeting held on 7 December 2011**

Present: Pat Corfield, Gwen Hassall, Liz Staples (Substitute) and Simon Tagg (Observer)

Apologies for absence: Ian Parry

PART ONE

8. Declarations of Interest in accordance with Standing Order 16

None at this meeting.

9. Minutes of the meeting held on 16 June 2011

The Committee noted that Ms. Ruth Rosenau had been identified as a second elected member, as substitute, to represent the Stoke-on-Trent City Council in the event that Mrs. Hassall was unavailable, but would only assume voting rights in Mrs. Hassall's absence.

RESOLVED – that the minutes of the meeting held on 16 June 2011 be agreed and signed by the Chairman.

10. Predicted Outturn 2011-12

The Committee considered a joint report of the Director of Finance and Resources and the City Director of Central Services detailing the current predicted outturn for the Joint Archive Service for 2011/12 (Schedule 1 to the signed minutes).

Members noted that the latest revenue outturn forecast showed a predicted underspend of £6,777 which would be transferred to the General Reserve at the end of the financial year. The current balance on the General Reserve was £96,204 of which £64,000 had already been earmarked. In total the Committee were asked to agree earmarking £64,000 towards the following:

Alterations/Environmental Controls at Stoke	£55,000
Staff reduction costs	£9,000

The Archive Acquisition Reserve had a balance of £63,814 towards the purchase of new collections.

RESOLVED – (a) That the report be received.

(b) That the sum of £64,000 be earmarked from the General Reserves for; alterations / environmental controls at Stoke; and staff reduction costs.

11. Review of Fees and Charges 2012-13

The Committee considered a joint report of the Director for Place and Deputy Chief Executive and the Director of Adult Social Care, Health and Communities (Schedule 2 to the signed minutes) detailing proposed amendments to the scale of fees and charges to be applied by the Joint Archive Service with effect from 1 April 2012.

The Archive Service fees and charges had been reviewed on an annual basis for a number of years to allow the Service to adapt its services according to demand and cost of provision. The review was intended to be a balanced approach which encourages use of the services whilst still ensuring that income was generated to support the running of such services. The Head of Archive Services detailed the key amendments to the fees and charges to the Committee.

The Committee noted that the standard sources for income generation for the Archive Service were: a range of copying services; the sale of photographic permits; research, transcription and certification services; sales of publications; donations; and fees for talks by and group visits to the Archive Service. Several new fees had been introduced to add a variety of options for the service and maximise resources.

The proposed fees and charges detailed in the report were recommended for approval as they represent a fair and reasonable increase.

RESOLVED – That the fees and charges detailed in Appendix 2 of Schedule 2 to the signed minutes be approved for introduction by the Joint Archive Service from 1 April 2012.

12. Staffordshire and Stoke-on-Trent Archive Service Restructure

The Committee considered a joint report of the Director for Place and Deputy Chief Executive and the Director of Adult and Neighbourhood Services (Schedule 3 to the signed minutes) detailing the new staffing structure to be implemented from 1 April 2012 and the potential cost savings that will be achieved.

The Service had reviewed the senior management structure of its Staffordshire sites in December 2010 and realised significant savings and efficiencies. The purpose of the current restructure was to implement the results of a review of the structure and functions below this level. Changing patterns of public usage and demand had created an opportunity for the Archive Service to deliver further savings in addition to those identified in the MTFs by streamlining delivery of services and changing opening hours. It had also allowed the Service to remove duplications across services and identify synergies between Staffordshire Arts and Heritage and Staffordshire Library and Information Services.

The Committee noted the details of the restructure including a review of: staffing related to the opening hours reductions; and the functions across the service to identify savings and implement new working practices to continue to deliver services to meet user demand.

RESLOVED – that the new staffing structure be implemented from 1 April 2012 and the savings achieved be noted.

13. Designation of Collections

The Committee considered a joint report of the Director for Place and Deputy Chief Executive and the Director of Adult and Neighbourhood Services (Schedule 4 to the signed minutes), updating them on the successful achievement of receiving Designated Status.

In March 2010 the County Archivist brought a report to the Committee regarding the proposal to submit an application for Designated Status for the entire Archive Service collections to the Museum, Libraries and Archives Council (MLA). The final stage two application was submitted in March 2011 and covered over 7,000 unique archive collections dating from the 10th to the 21st centuries, reflecting virtually every aspect of life in Staffordshire. These collections equate to approximately 5 miles and about 11,000,000 items. Taken together, the collections demonstrate an outstanding combination of range, depth and richness, reflecting past life in the County over 1000 years.

In August 2011 the MLA confirmed their decision that Staffordshire and Stoke-on-Trent Archive Service Collections should be awarded Designated Status for their outstanding quality and significance. The news was announced in press releases by MLA and the County Council. The Archive Service is one of only three local authority services to hold this status for its entire collections, and it was noted that it was not removed unless the collections were split up.

The Chairman asked that the congratulations of the Joint Archive Committee be passed to all involved in the submission. The Head of Archives confirmed that a letter of congratulations' had already been sent to Mrs. Thea Randall, the former County Archivist who had retired in March 2010.

RESOLVED – that the report be received.

14. Date of next meeting - 23 February 2012

RESOLVED – That the next meeting of the Staffordshire and Stoke-on-Trent Joint Archive Committee be held on Thursday 23 February 2012 at 10.30 am at the County Records 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 Archive Committee
23 February 2012**

Annual Implementation Plan 2011-2012 predicted outturn

Recommendation(s)

1. That this report informing the Committee about predicted performance outturn is received and noted.

Report of Director for Deputy Chief Executive and Director for Place (Staffordshire County Council) and Director of Adult and Neighbourhood Services (Stoke on Trent City Council)

Reasons for Recommendations

2. The year 2011-2012 has been one of transition and change as new staffing structures and changes to opening hours have been implemented. This has had some affect on the performance outturn as the Service has adapted to these changes. However overall the performance of the Service has been maintained at previous high levels with some targets being exceeded compared to last year's outturn. There have been a number of highlights throughout the year and this report draws attention to the key achievements which are detailed in Appendix Two. There are no national performance indicators and so instead the Archive Service reports against local indicators. The predicted outturn against these is summarised in Appendix Two. This year there has been no National Archives self-assessment as work is now underway to develop a new Archives Accreditation Scheme led by the National Archives.

Background

The Archive Service Implementation Plan has seven outcomes which have set the vision for the Service from 2009 – 2012. Key achievements against each outcome are summarised below.

3. The customer is at the heart of service delivery

This year has seen the target to maintain 2010 compliance against the Customer Service Excellence Standard exceeded as the Archive Service achieved full compliance and cleared two partial compliances. The Service also achieved a 99% customer satisfaction rating overall despite implementing reductions in opening hours at one service point and asking for comments on reductions at the other service points. The microfilming programme has continued with support from the Friends organisation and work has progressed to commission a commercial partner to deliver online access to family history sources. The success of family history surgeries, Family History Club and Ancestry.com support sessions has continued with demand remaining high.

4. An innovative online presence which showcases Staffordshire's archives

There has been a lot of work continuing to develop the online presence of the Service in response to user demand. A new website, International Staffordshire, has been launched to coincide with the Olympics to help celebrate documents within the Archive Service collections. Further additions have been made to the popular Staffordshire Places and Staffordshire Name Indexes websites which bring access to sources for Staffordshire and Stoke on Trent's residents the rest of the UK and overseas.

5. Engagement with Staffordshire's communities to strengthen their identity and place

This outcome is all about taking the Archive Service out to communities to raise awareness of what is available for them to help discover more about their area. It does this through key events such as the Rural Roadshow which this year was in Gnosall and formed part of the village's G-Fest celebrations. The day offers something for all ages and helps to bring the community together. Requests continue to come in to run this event around the county. A new initiative, Staffordshire Surveys, has been successfully piloted in two communities in the north of the county. This project gives a vehicle for individuals and groups to record information about people, buildings and communities in their locality. Core work has continued with the delivery of talks to local organisations and the second Olympic project, For the Record, which has attracted more deposits from sporting organisations.

6. Engagement with people of all ages in activities which celebrate and discover Staffordshire's history

2011-12 has been a year which really has celebrated Staffordshire's history through a number of high profile well attended events. Out of Darkness was a new type of event for the Archive Service which showed that archives can be appreciated not just for their information but for their beauty and the wonder that 1000 year old documents could survive so well. It tied in with the Staffordshire Hoard exhibition helping to support the visitor economy. The exhibition attracted visitors from beyond the county and raised the profile of the Service. The mounted display then toured to a number of venues around the county raising the profile of the service further. The first Staffordshire History Day in partnership with Keele and Birmingham Universities attracted a huge amount of interest with over 100 people participating and 25 local societies in attendance. Initial feedback showed huge enthusiasm and a desire for it to be repeated. The *Where do you think you are* project for local primary schools was very successful with 800 pupils participating. The Archive Service also supported the Chesterton Youth Group in their time capsule project, *Chesterton My Place*.

7. A well managed and high performing service

The Service performed well achieving Designated Status for its outstanding collections and only the third county archive to achieve this for its entire collection. It

also completed the inspection of the new outstore with the recommendation for its approval awaiting formal sign off. Health and Safety plans were delivered to ensure the Service meets its legal obligations. The profile of the Service has been raised through promotion of Designation and through key events such as Out of Darkness as well as continuing to offer training to Library and Information Services staff on family history sources.

8. Improving and promoting user access to Staffordshire's archive collections

Work has continued steadily to improve the level of information about collections and add more entries to the online catalogue. Most targets have been met but some have been revised since the loss of a part time cataloguing archivist post in August 2011. This area of work does not always show instant outcomes but comments from events such as the Staffordshire History Day when one speaker said that she could not have researched her PhD without the online catalogue show that this it is vital to ensure support for the historians of the future.

9. Delivering high quality care of Staffordshire's archive collections

The Annual Conservation programmes have been successfully delivered with two major exhibitions: Out of Darkness and a Glimpse of Gnosall. The conservators not only mounted these displays but also conserved documents for Out of Darkness and were incredibly inventive in the way these documents were displayed ably assisted by the Record Office Manager. The service also progressed its objectives in the Digital Preservation Policy and has achieved public access to digital archives which will be launched next year.

10. Local Performance Indicators

Performance to local indicators has shown that personal use of the Archive Service has continued to fall (by 8% compared to last year). This is in line with national trends across archive services. However Stoke has seen a sharper fall (35%) which can be partly attributed to the reduction in opening hours. Online use has seen falls in visits to the main website which could be linked to falls in onsite visits as people access the site in connection with a visit.

However visits to other online resources (up 32%) and the online catalogue (up 29%) have seen increases. This seems to indicate that people prefer to access resources giving information about collections and direct access to catalogues. However online statistics are very variable and reasons for increases cannot always be identified. The online catalogue increase coincided with a change to the homepage on the Archive Service website which put the catalogue as a top task.

Performance against the customer satisfaction and approaches targets has been maintained. It had been predicted that satisfaction would fall after reductions in opening hours and but this was not seen.

Appendix 1

Equalities implications:

The service continues to offer choice in the way its services are accessed and has delivered a range of events onsite and offsite to reach a variety of audiences.

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 has delivered its work on time and within budget whilst also delivering £80,000 of savings in 2011-2012 on the county side. A 40% saving on the Stoke side has also been achieved.

Risk implications:

Risks of not meeting performance targets are partly governed by resources.

Climate Change implications:

The service has ensured that community events have been delivered to avoid unnecessary travel. It has also increased online resources.

Health Impact Assessment screening:

No significant implications.

Report author:

Author's Name: Joanna Terry, Head of Archives
Telephone No: (01785) 278370
Room No: Staffordshire Record Office

List of Background Papers

Papers	Contact/Directorate/ext number
Public Service Statistics 2011-12 Annual Implementation Plan 2011-12 Local Customer Survey Nov 2011	Joanna Terry/Place/ x8370

**STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE
SERVICE PLAN, 2011-2012:
Performance against targets: predicted outturn**

Outcome 1	The customer is at the heart of service delivery
Key priorities & workstreams	Priority 1: Maintain compliance of the Archive Service against the Customer Service Excellence Standard <ul style="list-style-type: none"> • Achieved full compliance against Customer Service Excellence Standard • 99% satisfaction rating overall in Local Customer Survey
	Priority 2: Extend channels of public access to the Archive Service to Staffordshire residents and world wide users <ul style="list-style-type: none"> • Agreement from Diocese of Lichfield to digitise family history sources and Proposal Document complete by March 2012 • Completed microfilming of 1908 electoral register with funding from Friends organisation • Delivered 6 family history surgeries in Staffordshire Libraries • Provided 45 one to one support session for Ancestry.com in Stoke on Trent Community Libraries
	Priority 3: Improve the Archives User experience <ul style="list-style-type: none"> • 8 sessions delivered on Making the Most of the Archive Service • Family History Club continued operating more independently • Mentor/buddy system investigated and to be trialled in 2012/13 • Guide to Community History work continued to be launched on new website in 2013
Outcome 2	An innovative online presence which showcases Staffordshire's archives
Key priorities & workstreams	Priority 1: Further develop and promote new and existing online archive resources <ul style="list-style-type: none"> • Six more communities live on Staffordshire Places website • Five featured documents published • 90 countries live on the International Staffordshire website – Olympic Legacy project • Three quarters of content developed and half of scanning done for Quarter Sessions website; work revised in light of planning for new website planned 2012-2013

	<p>Priority 2: Develop and publish further online name indexes to increase public access into Staffordshire's archives</p> <ul style="list-style-type: none"> • Index to Wills in the Diocese of Lichfield extended by further 30 years • Index to Parish Clerks in the Diocese of Lichfield went live Dec 2011 • Index to Jurors at Staffordshire Quarter Sessions to be published Mar 2012 • Index to Stafford Gaol Registers to be published Mar 2012
Outcome 3	Engagement with Staffordshire's communities to strengthen their identity and place
Key priorities & workstreams	<p>Priority 1: Deliver activities and support to drive community engagement</p> <ul style="list-style-type: none"> • Delivered rural roadshow at Gnosall with 167 attendees on the day (approx 3% of local population) • Children on the Move grant funded project successfully delivered with 90 oral history interviews; website; and exhibition achieved. Celebration event at National Memorial Arboretum for over 100 participants. Participants reported increased engagement and connection with past and improved well being. • Staffordshire Surveys implemented in two communities in north Staffordshire to record information about their area. • Community programme of activity reviewed in light of restructure and agreed to scale back but retain community visits to or from the Archive Service utilising closed days in new opening hours. • Over 25 talks delivered for local groups and organisations
	<p>Priority 2: Maintain and extend collecting activity across Staffordshire & Stoke on Trent</p> <ul style="list-style-type: none"> • Phase three of Olympic legacy project 'For the Record' completed to survey sporting organisations • 220 approaches for collections achieved
Outcome 4	Engagement with people of all ages in activities which celebrate and discover Staffordshire's history
Key priorities & workstreams	<p>Priority 1: Maintain and develop the Archive Service Volunteer Scheme</p> <ul style="list-style-type: none"> • Tithe Map indexing project progressed through Totmonslow hundred • Ten more years of Consistory Court wills indexed • NADFAS indexing Staffordshire Advertiser and Assize Court indexing projects progressed • NADFAS faculty listing at Lichfield continuing at steady pace • Quarter Session rolls content listing of 50 rolls • Quarter Session website content preparation on target to be integrated into new website • Nearly 4,500 volunteer hours given to the service

	<p>Priority 2: Offer opportunities for young people to enjoy and achieve</p> <ul style="list-style-type: none"> • Three out of school study visits delivered to 40 pupils • Nine primary schools participated in <i>Where do you think you are?</i> project reaching over 800 pupils • Three work experience placements delivered for local schools • Support for Chesterton My Place time capsule project delivered to young people through visit to the Service and advice from Archivist and Conservator <p>Priority 3: Deliver phase 3 of planned programme for Staffordshire & Stoke on Trent's contribution to the Cultural Olympiad</p> <ul style="list-style-type: none"> • Writing the World project progressed in Stoke on Trent as part of Cultural Olympiad contribution <p>Priority 4: Deliver programme of formal and informal learning activities for adults</p> <ul style="list-style-type: none"> • Out of Darkness exhibition delivered at Staffordshire Record Office to complement Staffordshire Hoard on Tour. 767 visitors to main exhibition and increased profile for service. Mounted display toured to Lichfield, Tamworth, Burton upon Trent, Leek, Biddulph, and Newcastle under Lyme. • Two partnership study days delivered with Historic Environment team and Victoria County History • Communities Research Group continued and delivered display on medieval Gnosall for Rural Roadshow and participated in Staffordshire History Day • First Staffordshire History Day delivered in partnership with Keele and Birmingham Universities. Over 100 people and 24 local societies attended the day. Very positive feedback • Five adult education classes delivered in partnership with Keele University • Lichfield Treasures Day delivered as part of Heritage Weekend to raise profile of Archive Service • Over 2,000 attendances at events
Outcome 5	A well managed and high performing service
Key priorities & workstreams	<p>Priority 1: Continue and maintain improvements in the skills of the staff</p> <ul style="list-style-type: none"> • Annual Training and Development Programme delivered including support for three staff on distance learning course to qualify as archivists and five staff attending Culture and Tourism Staff Conference • In-house training programme continued <p>Priority 2: Continue and maintain improvements in the standard, quality and performance of the Archive Service</p> <ul style="list-style-type: none"> • Reviews of Cataloguing Standards and Improvement and Marketing Policies completed • Progress made on improving the documentation of collections on receipt now postponed due to focus on

	<p>higher priorities</p> <ul style="list-style-type: none"> • Annual Health and Safety Plan delivered • Relocation to new outstore at Unit QB achieved • Inspection of new outstore completed with recommendation for approval
	<p>Priority 3: Improve service marketing, communications and profile</p> <ul style="list-style-type: none"> • Designated status achieved for Archive Service collections and promoted through local media • Out of Darkness Exhibition raised profile of service through local media and attracted 769 visitors from within and outside the County and City and achieved BBC coverage and generated nearly £1,000 in additional income. Exhibition travelled throughout the county. • All actions in marketing strategy delivered and new strategy prepared. • Two training sessions on Family History sources delivered to Library and Information Services staff
	<p>Priority 4: Deliver partnership working commitments</p> <ul style="list-style-type: none"> • Annual partnership review held with Diocese of Lichfield, Museum Service now part of same service. • Management of the William Salt Library, its public services and collections delivered • Archive Service commitments in Victoria County History delivered- new agreement implemented
Outcome 6	Improving and promoting user access to Staffordshire's archive collections
Key priorities & workstreams	<p>Priority 1: Increase volume of catalogued archives available for public use</p> <ul style="list-style-type: none"> • 100 more boxes catalogued from the backlog • 40% of incoming collections catalogued service wide
	<p>Priority 2: Improve the quality of public information about collections</p> <ul style="list-style-type: none"> • 50 out of 75 new and improved collection level descriptions completed despite loss of part time cataloguing post in August
	<p>Priority 3: Improve the information value and publicity of the online catalogue for archive users</p> <ul style="list-style-type: none"> • 10,092 new data elements created exceeding target of 8,000 • 650 additional name authority records created • Direct links to online catalogue provided to National Archives for 2011 accessions to improve access
Outcome 7	Delivering high quality care of Staffordshire's archive collections
	<p>Priority 1: Deliver annual conservation and collections management programmes</p> <ul style="list-style-type: none"> • Annual conservation programme delivered including preparation of Out of Darkness exhibition and

Key priorities & workstreams	Gnosall Roadshow exhibitions. Coordination of touring Out of Darkness exhibition also completed.
	Priority 2: Implement actions arising from digital preservation policy <ul style="list-style-type: none"> • Continued cataloguing of digital images to improve access and allow further use • Public guidance on appropriate formats completed • Public access to digital archives repository established • Participation in web archiving pilot project with The National Archives progressed selecting three sites
	Priority 3: Bring new archive out store into use following relocation <ul style="list-style-type: none"> • New building systems and health and safety risk assessments completed • Collections successfully relocated and official opening of new out store in August 2011 • Recommended for approval as a place of deposit
	Priority 4: Deliver William Salt Library conservation programmes <ul style="list-style-type: none"> • Six books conserved through Save a Book scheme • 17 more titles sent for conservation as part of planned programme • Annual conservation programme completed

STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

APPENDIX 3

LOCAL PERFORMANCE INDICATORS, PREDICTED OUTTURN 2011/2012

Indicator	Outturn 2010/2011	Target 2011/2012	Predicted Outturn, 2011/2012
Personal Use of Archive Service			
1. No of personal user visits	17,856	18,430	16,500
2. No. of new user registrations	2,283	2,000	1,800
Online Use of Archive Service			
3. Visits to main Service web site	74,766	72,750	67,358
4. Visitor sessions to online catalogue	50,000	48,500	64,686*
5. Visitor sessions to other Archive Service web sites and online resources	40,048	40,000	53,000
Customer Satisfaction			
6. % of users expressing satisfaction with overall service and facilities (very good and good)	100%	95%	99%
Collecting Activity			
7. Number of approaches to/by owners of collections	254	220	220

* Unexplained sharp increase in visitors to online catalogue from Oct 2011 with monthly visits almost tripling. Online statistics vary considerably.

Local Member Interest
N/A

**Staffordshire and Stoke-on-Trent Joint Archives Committee -
23 February 2012**

**Joint Report of the Director of Finance & Resources and the City
Director of Business Services**

**PREDICTED OUTTURN 2011/12 AND
PROPOSED REVENUE BUDGET 2012/13**

1. Purpose of Report

- 1.1 To present the current predicted outturn for the Joint Archive Service and to consider the budget position for 2012/13.

2. Summary

- 2.1 The latest revenue outturn forecast shows an underspend of £13,997 at the end of the financial year. The current balance on the General Reserve is £96,204 of which £55,000 has already been earmarked for alterations and environmental controls at Stoke.
- 2.2 The Archive Acquisition Reserve has a balance of £63,814 for the purchase of new collections.
- 2.3 The proposed revenue budget for 2012/13 of £660,550 will be funded by the County Council (77.59%) and the City Council (22.41%). These percentages reflect the respective population levels of the two authorities at June 2010.

3. Recommendations

- 3.1 That the report be received.
- 3.2 That the revenue budget proposed for 2012/13 be approved and submitted to the County Council for consideration.

4. Predicted Outturn 2011/12

- 4.1 The predicted outturn for the Joint Archives Service is set out in Appendix 1. It is expected that the Service will spend £593,093 compared with an approved budget of £607,090. This gives an underspend of £13,997 which will be transferred to the General Reserve.
- 4.2 The County is anticipating an underspend of £11,168 which is due to savings on staff vacancies and Audit fees. This has been offset in part

by lower than anticipated income and will also fund redundancies as part of the restructure in the Autumn.

- 4.3 The City Council expects an underspend of £2,829 which is mainly due to staff vacancies.

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.

- 5.2 It is anticipated that the General Reserve will close with a balance of £96,204 (as set out in Appendix 2) plus the underspend for 2011/12. Of this the following sum has already been earmarked :

Alterations/environmental controls at Stoke	£55,000
---	---------

- 5.3 There is currently a balance of £63,814 on the second reserve, the Archive Acquisition Reserve.

6. Revenue Budget 2012/13

- 6.1 The detail of the proposed revenue budget for 2012/13 can be found as appendix 3 to this report. The proposed budget of £660,550 has increased by 8.8% when compared to the estimate for the current year. Stoke have increased the staffing resources by 16 hours per week and Staffordshire have increased the staffing numbers on the Agreement side of the budget while reducing those on the non-agreement budget.

- 6.2 Under the Joint Archive Agreement the total cost of the service is currently apportioned between the two authorities 77.56% (County) and 22.44% (City), based on the June 2008 population estimates for the County and the City. It is proposed to revise the apportionment of revenue costs to reflect the latest available respective population levels at (as at June 2010). This will increase the percentage charge to the County Council to 77.59% for 2012/13, with a corresponding decrease in the City Council's percentage share to 22.41%. The proposed revenue budget has been apportioned on this basis and the County's proposed share of the costs is £512,520 and the City's £148,030. Both authorities have sufficient budgetary provision to meet these costs.

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.

Steve Sankey

Andrew Burns

Acting Director of Business
Services

Director of Finance and
Resources

Background Documents

Non Public: Joint and Other Archive Services 2011/12 and 2012/13
Files

Contact Officers

Kaye Chadwick Finance and Resources
01785 278416 Staffordshire County Council

Mustak Damani Directorate of Business Services
01782 231619 Stoke on Trent City Council

Joint Archives Service
Predicted Outturn Position 2011-12

APPENDIX 1

	Core Services			Staffordshire County Sites and Public Services			Stoke City Sites and Public Services			Total for service		
	Current Estimate 2011/12 £	Actual Expenditure as at Feb 2012 £	Predicted Outturn 2011/12 £	Current Estimate 2011/12 £	Actual Expenditure as at Feb 2012 £	Predicted Outturn 2011/12 £	Current Estimate 2011/12 £	Actual Expenditure as at Feb 2012 £	Predicted Outturn 2011/12 £	Current Estimate 2011/12 £	Actual Expenditure as at Feb 2012 £	Predicted Outturn 2011/12 £
Expenditure												
Employees	327,010	271,943	327,137	197,210	157,818	196,979	77,480	62,748	75,312	601,700	492,509	599,428
Training	1,200	972	1,200	850	0	850	870	76	526	2,920	1,048	2,576
Transport	1,900	1,712	2,054	200	87	204	300	0	0	2,400	1,799	2,258
Supplies and Services	8,040	-8,277	-3,869	30,970	16,214	26,613	19,920	12,569	19,920	58,930	20,506	42,664
Total Expenditure	338,150	266,350	326,522	229,230	174,119	224,646	98,570	75,393	95,758	665,950	515,862	646,926
Income												
Grants & Reimbursements										0	0	0
Sales				15,100	7,303	10,117				15,100	7,303	10,117
Fees & Charges				23,360	19,293	21,860	7,550	6,368	7,550	30,910	25,661	29,410
Miscellaneous	2,900	2,000	2,000	4,650	6,647	7,006				7,550	8,647	9,006
Transfers from reserve	2,300	2,300	2,300	3,000	3,000	3,000				5,300	5,300	5,300
Total Income	5,200	4,300	4,300	46,110	36,243	41,983	7,550	6,368	7,550	58,860	46,911	53,833
Net Expenditure	332,950	262,050	322,222	183,120	137,876	182,663	91,020	69,025	88,208	607,090	468,951	593,093
										PREDICTED UNDERSPEND		-13,997

Page 2

JOINT ARCHIVES GENERAL RESERVE

APPENDIX 2

6 February 2012

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
Balance brought forward 1 April 2011	43,462	55,742	99,204
2011/12			
Exhibition costs - Staffordshire Hoard	3,000		3,000
	<u>40,462</u>	<u>55,742</u>	<u>96,204</u>
Earmarked items			
Alterations/Environmental Controls at Stoke		55,000	55,000
Balance available to spend	<u>40,462</u>	<u>742</u>	<u>41,204</u>

JOINT ARCHIVES ACQUISITION RESERVE

Balance brought forward 1 April 2011	66,114	0	66,114
2011/12			
Richard M Ford Ltd - Bound Book	2,300	0	2,300
Balance available to spend	<u>63,814</u>	<u>0</u>	<u>63,814</u>

**Staffordshire and Stoke-on-Trent
Joint Archives Service
Budget 2012-13**

Appendix 3

	Core Services	Stafford	Lichfield	Burton	Stoke-on-Trent	Joint Archives 2012/13
	£	£	£	£	£	£
<u>Expenditure</u>						
Employees	329,900	168,810	65,120	990	88,970	653,790
Training	300				870	1,170
Transport	1,900	100	100		300	2,400
Supplies and Services	5,740	22,240	5,730		20,030	53,740
Total Expenditure	337,840	191,150	70,950	990	110,170	711,100
<u>Income</u>						
Sales		12,540	1,400			13,940
Fees & Charges		13,200	9,160		7,550	29,910
Miscellaneous	2,900	3,200	600			6,700
Transfers from reserve						0
Total Income	2,900	28,940	11,160	0	7,550	50,550
Net Expenditure	334,940	162,210	59,790	990	102,620	660,550

Funded by: Staffordshire 512,520

Stoke-on-Trent 148,030

Local Members Interest
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee
23 February 2012**

Forward Plan 2012-2015

Recommendation(s)

1. That this report informing the Committee about the new three year Forward Plan is received.

Report of Director for Deputy Chief Executive and Director for Place (Staffordshire County Council) and Director of Adult and Neighbourhood Services (Stoke on Trent City Council)

Reasons for Recommendations

2. This report recommends that the Archive Service continues to work towards outcomes set over a three year period to support delivery to corporate outcomes and also to meet national accreditation schemes.

Background

3. The Joint Archive Service has worked to a three year planning cycle since its inception in 1997. The scope of this sixth plan has extended to include the Heritage Service (County Museum Service) which became part of Archives and Heritage in December 2011. This report will focus on the Joint Archive Service work although inevitably there is cross over between the two.

Our vision for the next three years is:

To deliver a vibrant archive and heritage offer for Staffordshire's people, places, communities and its visitors.

There are eight outcomes for the new plan and below is a summary of what they intend to achieve. There is more detail in the Forward Plan at appendix two.

4. An integrated onsite and online customer experience

This outcome seeks to build upon previous success in achieving Customer Service Excellence and maintaining customer satisfaction levels. The next three years will see the delivery of online access to key family history sources by commissioning a commercial partner. It is intended that this will widen access and generate income but will also allow the service to focus on the user experience in other ways.

5. An innovative online presence which showcases Staffordshire's collections

Work will continue on successful websites such as Staffordshire Places, Staffordshire Name Indexes and Staffordshire Pasttrack to extend their content. A new website to showcase the Archive Service designated collections will be developed. It is intended that this will increase awareness of the collections, encourage user participation and widen audiences.

6. Engagement with Staffordshire's communities to strengthen their identity and place

Within this outcome the Archive Service will continue its work to take the service out into communities delivering events and exhibitions to increase awareness of what is available. It will also continue pilot work in the north of the county to encourage groups and individuals to record information about their place or community supporting the collection policies of the Archive Service.

7. Celebration and discovery of Staffordshire's history

The Staffordshire Hoard and Out of Darkness Exhibitions were pivotal in celebrating Staffordshire's history. This outcome aims to build on this work delivering a wide range of formal and informal learning events to increase participation and promote the county's archival heritage.

8. A sustainable and high performing service which provides leadership for the Archive and Heritage sector

Building on the achievement of Designated Status this outcome will seek to raise the profile of the Service locally, regionally and nationally. It will deliver the objectives in the Marketing Strategy and also perform against current national standards and the new archives accreditation scheme which is being developed. Partnership working and investment in frontline staff are key to delivering this outcome.

9. Improving and promoting user access to Staffordshire's collections

This is core work for the Service and without it access to collections and high performance to standards cannot be achieved. The focus of the work is on increasing the information in the online catalogue so that more collections are accessible this way. It supports ongoing research into Staffordshire and Stoke on Trent's history.

10. Delivering high quality care of Staffordshire's collections

The Annual Conservation programmes will continue to improve the level of preservation of collections and enable access. Work will also continue under the Digital Preservation Policy and launch public access to digital archives. Careful management of collections will enable the Service to maximise its storage capacity.

11. Extended volunteer working in Archives & Heritage providing opportunities for people to increase their skills and help support access to collections

The level of volunteering within the Archive Service has increased over the last ten years. The value that volunteers add in enabling access to collections is immense. They also act as advocates for the Service and in turn learn new skills. For this reason a new outcome has been developed as this area of work continues to grow. It will aim to broaden the offer for volunteers, implement the open door scheme and increase the number of volunteer hours given to the Service.

12. Delivery

The Archive Service has seen a reduction in its resources over the last three years and the new Plan takes account of this. However it is still ambitious and clearly partnership working, use of volunteers and investment in current staff will be vital to effective delivery. Working across Archives and Heritage as one service will help to make the best use of available resources. By utilising the new opening hours effectively the Service will be able to build on its work in the community to extend this and deliver a vibrant archive and heritage offer within the county and city.

Appendix 1

Equalities implications:

The new Forward Plan includes work to develop access in both onsite and online services and to develop new audiences.

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 will deliver savings of £115,000 in 2012-2013 on the county side and the new plan will also seek to generate income.

Risk implications:

Risks of not meeting performance targets are partly governed by resources.

Climate Change implications:

The Plan includes several outcomes which will reduce the need to travel around the county and help with climate change.

Health Impact Assessment screening:

No significant implications.

Report author:

Author's Name: Joanna Terry, Head of Archives
Telephone No: (01785) 278370
Room No: Staffordshire Record Office

List of Background Papers

Papers	Contact/Directorate/ext number
Public Service Statistics 2009-12 Forward Plan 2012-2015 Local Customer Survey Nov 2011 Taking Part Survey 2011 Archives for the 21 st Century Policy Strategic Plans for both Staffordshire County Council and Stoke on Trent City Council	Joanna Terry/Place/ x8370

ARCHIVES AND HERITAGE

**STAFFORDSHIRE AND STOKE ON TRENT
ARCHIVE SERVICE**

&

STAFFORDSHIRE COUNTY MUSEUM SERVICE

FORWARD PLAN 2012-2015

FORWARD PLAN, 2012-2015

1. INTRODUCTION

- 1.1 Staffordshire and Stoke on Trent Archive Service forms part of the Archives and Heritage Service alongside the County Museum Service in Staffordshire County Council. In Stoke on Trent City Council the City Archives has also been brought together with the Potteries Museum and Art Gallery under a single management structure. The synergies between archives and museums are obvious and in an era of economic stringency it is clear that by working together both sectors can offer a joined up heritage offer for the county and city.
- 1.2 The role of the Staffordshire and Stoke on Trent Archive Service is to safeguard the future of the rich and irreplaceable archival heritage of Staffordshire and Stoke on Trent and to provide an excellent, innovative and responsive archive service of the highest quality. We carry out this role in three ways: firstly by locating, collecting and preserving archive collections relating to past and present life in Staffordshire and Stoke on Trent; secondly by encouraging positively the use of archives through the public services, which we provide, and by making quality information about our collections widely accessible; and thirdly by fostering appreciation and enjoyment of the archival heritage through learning, interpretation and promotional activities which form an integral part of our work.
- 1.3 Staffordshire has a rich, varied and distinctive heritage. The County Council's Museum Service, and approximately 40 other museums¹ in the county, play a vital role in preserving and interpreting this unique heritage. These include museums managed by district/borough councils, independent trusts and volunteer-managed museums. Museums provide lifelong learning experiences, making links across the generations and helping us understand our own and others' cultural identity. Growing interest in family and local history is demonstrated by the many individuals conducting research and by many organised and informal groups. Museums illustrate the distinctive identity of particular places and help us define 'sense of place'. Staffordshire's museums help to define and interpret the story of Staffordshire for its communities and visitors and contribute to the cultural offer of Staffordshire as a tourist destination.
- 1.4 The Joint Archive Service works to a three year Forward Plan which sets the direction of travel for the Service's continuing development. The Forward Plan is supported by annual service and implementation plans, against which performance is regularly monitored, and it is underpinned by a range of service policies. This new Forward Plan includes the work of the County Museum Service.
- 1.5.1 The period, 2009 – 2012, saw the delivery of the fifth three-year Forward Plan for the Joint Archive Service. During this three years, the Joint Service emerged continued to perform strongly under the National Archives self - assessment process as one of the leading local authority archive services in England and Wales, an achievement which was all the more significant because of the multi-repository nature of the Service. We also continued to demonstrate continuous improvement in customer service by achieving transition to the new Customer Service Excellence Standard in 2010 and full compliance by 2011. The Service

has continued to experience falling visitor numbers in line with national trends as more users access resources online. A successful grant funded project to catalogue Staffordshire Quarter Sessions records improved access to archives showed increased use of the collection as a result. The crowning achievement was the award of Designated Status for the Archive Service collections in their entirety. This will provide a focus for the next three years.

With the discovery of the Staffordshire Hoard in 2009, the profile of the County Museum Service has risen culminating with the Shire Hall Gallery participating in the highly successful Staffordshire Hoard on Tour Exhibition. The exhibition achieved nearly 70,000 visitors and delivered over a £1 million in additional economic value for the area. The County Museum Service has continued its work as an accredited museum which offers support to over 40 other local museums. More recently it has developed partnerships through the Staffordshire Museum Consortium and the Marches Network in order to deliver successful projects such as the Museum on the Move.

Together the Archive Service and Museum Service have delivered three successful grant funded oral history projects culminating in Children on the Move. The project has recorded the stories from children who were evacuated during the Second World War and in doing so has shown the power of archives and museums to change people's lives. Both services have also contributed to the celebration of the Cultural Olympiad through events, exhibitions (physical and virtual), and collecting.

1.6 The challenge over the next three years is to integrate the work of the two services to deliver a vibrant archival and heritage offer for Staffordshire and its communities. It will do this against the background of decreasing budgets, changing staffing structures, and changing national organizations. The loss of the Museum, Libraries and Archives Council in 2011 was very significant for both services. Museums are now the responsibility of the Arts Council England whilst archives will be lead by the National Archives. This means funding opportunities and policy will be fragmented and more challenging to respond to as one service. For the archive sector a new accreditation scheme is under development to replace the self-assessment process. For museums the accreditation scheme continues but the challenge is to secure funding for museum development with the loss of Renaissance funding.

1.7 Our vision for the next three years is:

To deliver a vibrant archive and heritage offer for Staffordshire's people, places, communities and its visitors.

1.8 The focus for the service will be to take it out into the communities to raise awareness of what is available for people about themselves and their cultural heritage, their place and the community in which they live. Both archives and museums attract physical and virtual visitors to use their collections. This next three year period will see online access extended through new websites, additions to existing sites and direct access to key family history archives.

2. SERVICE PROFILE

2.1 The Staffordshire and Stoke on Trent Archive Service is jointly funded and administered by Staffordshire County Council and Stoke on Trent City Council. The County Museum Service receives core funding from Staffordshire County Council and also has had substantial grants through Renaissance funding. It has been successful in obtaining major grant funding from Arts Council England (ACE) in partnership with the Marches Network and Birmingham Museum Trust.

2.2 Service Aims

- To ensure that the archives of our parent authorities are preserved for present and future use by their administrations and by the public
- To locate, collect and preserve irreplaceable archive and museum collections relating to the past and present life and work of people of the County of Staffordshire and the City of Stoke on Trent and to preserve the archives of the Diocese of Lichfield, thereby contributing to the national network of archive and museum care
- To provide and promote public services and activities which enable and encourage the use of collections held by the Joint Archive Service and County Museum Service
- To build partnerships which promote the information, practical and heritage value of archives and which extend their use
- To be able to take part in and experience a wide range of quality museum services
- To have access to museums collections and resources which are cared for, managed and developed and interpreted to high standards
- To be able to share in the social, educational and economic benefits which museums provide.
- To provide a high quality and responsive archive and heritage service by effective and efficient management within available resources and in accordance with current best practice.

2.3 Service Delivery

The Archive Service is operated through three record offices: the Staffordshire County Record Office in Stafford; the Lichfield Record Office (the record office for the Diocese and City of Lichfield); and Stoke on Trent City Archives in Hanley. We also contribute to the provision of the Family and Local History Centre at Burton Library. In addition the Service manages the William Salt Library in Stafford on behalf of the William Salt Library Trust and is responsible for the delivery of the Library's public services.

The County Museum Service is based in the Servants Quarters at Shugborough. It manages the County Council's museum collections to the highest professional standards. The Service presents and interprets the collections to the public, at the County Museum and at the Shire Hall, through touring and outreach programmes including the mobile museum, through community projects and through internet access to the digitised collections. It offers strategic leadership of the museums sector across the county, and providing specialist information, advice, small grants, other support and networking to the county's 40 museums which are managed by district/borough councils, independent trusts and volunteers. It has developed partnerships with other services of the County Council, district/borough councils, other museums, community organisations with

an interest in museums and heritage, regional and national bodies and other relevant organisations.

- 2.4 Within Staffordshire County Council, the Service is part of the Tourism and Cultural County division of the Place directorate. Within Stoke on Trent City Council the Service is part of the Community Services Division in the Directorate of Adult Social Care, Health and Communities.

2.5 Key partnerships

The Joint Archive Service itself represents a key partnership between Staffordshire County Council and Stoke on Trent City Council. Bringing together archives and heritage in both the county and city has formalized partnerships which already existed. The Museum Service is also part of the Staffordshire Museums Consortium and the Marches Museum Network.

Our other key partners for service provision and delivery are: The William Salt Library Trust; The Diocese of Lichfield; the Victoria County History of Staffordshire; The Friends of Staffordshire and Stoke on Trent Archives Service (FoSSA); Staffordshire County Council's Historic Environment Record; Staffordshire Library and Arts Service and the Education Transformation Division.

3 KEY SERVICE STRATEGIC AIMS AND OUTCOMES, 2012-2015

3.1 An integrated onsite and online customer experience

Underpinning themes

- Working to meet the national standards for customer service and archive access
- Maintaining very high levels of customer satisfaction
- Developing improved customer insight
- Enhancing the personal experience of using archives and museum collections
- Investing in frontline staff
- Commissioning a commercial partner to deliver online access to key family history resources

Projected Outcomes

- Maintaining the Customer Service Excellence Standard relevant standards
- A quality experience for onsite visitors to the Archive & Heritage Service, leading to return visits
- A quality experience for users of the online service which integrates with the onsite service

3.2 An innovative online presence which showcases Staffordshire's collections

Underpinning themes

- Introducing new features and developing existing online resources
- Continuing to publish new online indexes to archives for family and local historians

- Developing a new website to showcase designated collections and develop new audiences
- Investigating new partnerships and funding to enhance current online offer

Projected Outcomes

- Improved online interpretation of Staffordshire's collections
- More publicity for Staffordshire's Designated collections
- Improved access into collections for family historians
- Increased online audiences for Staffordshire's collections

3.3 Engagement with Staffordshire's communities to strengthen their sense of identity and place

Underpinning Themes

- Extending and developing programmes of community-based activities
- Providing advice and support for creators of community collections
- Encouraging communities to record their own heritage using the service's collections as a starting point
- Strengthening our links with local organisations throughout the County and the City
- Focusing on economically deprived communities

Projected Outcomes

- Closing the gap between Staffordshire's communities and a centrally based service
- Wider interpretation of the history of Staffordshire's communities
- Wider awareness of the history of Staffordshire through a range of activities and exhibitions

3.4 Celebration and discovery of Staffordshire's history

Underpinning Themes

- Supporting local organizations to discover more about their history
- Offering further formal and informal learning opportunities for adults
- Enabling people to explore and enjoy the richness of archives and museums through a range of events
- Supporting Staffordshire's commitment to the Cultural Olympiad through the final phase of delivery of the programme

Projected Outcomes

- Continuation, refresh and expansion of quality learning opportunities and experiences
- Raised awareness of the relevance of Staffordshire and Stoke on Trent's heritage for learning
- New strategies to maintain audiences for archives and museums
- A legacy for Staffordshire from the 2012 Olympics
- A Mercian Trail which maximises the benefits of the Staffordshire Hoard economically, educationally and socially

3.5 A sustainable high performing service which provides leadership for the Archives & Heritage Sector

Underpinning Themes

- Achieving and maintaining standards for the Service
- Developing and delivering a service-wide marketing plan
- Continuing to invest in staff to ensure seamless and excellent service provision and ensure succession planning for the service
- Regular inward investment in the quality of our buildings
- Working in partnership to deliver a quality archive and heritage offer

Projected outcomes

- Providing one of the best local authority archive services in the country which is nationally accredited
- Renewing the Museum Service accreditation
- Raised awareness of the Archive and Heritage Service and its range of services and the importance of its Designated Collections
- Strong museum partnerships and networks which deliver a range of activities and offer renewed interpretation of collections
- Supporting the climate change agenda

3.6 Improving and promoting user access to Staffordshire's collections

Underpinning Themes

- Providing 98% online access to useable collection catalogues
- Improving information and publicity about Staffordshire's collections
- Continuing to make more collections accessible through cataloguing
- Extending further the online catalogue to include other cultural collections

Projected Outcomes

- More information about Staffordshire's collections at the press of a button
- Further measurable reductions in cataloguing backlogs
- Compliance with archival legislation in respect of collections
- Improved performance for accreditation schemes
- Support for the development of Staffordshire's historians of the future

3.7 Delivering high quality care of Staffordshire's collections

Underpinning Themes

- Maintaining excellence in the conservation of collections
- Improving our environmental care for collections
- Delivering Phases 6-9 of the Sutherland Collection Conservation Plan
- Mainstreaming the care of Digital Collections
- Reviewing and extending our surrogacy programme
- Ensuring continuing liaison with libraries and museums to support collections care

Projected Outcomes

- Tangible improvements in the care of collections
- Public access to digital collections launched and developed
- Maximising available resources for storage of collections

3.8 Extended volunteer working in Archives & Heritage providing opportunities for people to increase their skills and help support access to collections

Underpinning themes

- Increasing the use of volunteers to add value to all aspects of the service
- Supporting people of all ages and ability to develop new skills
- Supporting diversity in the workplace
- Increasing access to and care of collections

Projected outcomes

- Increased number of volunteer hours
- Implementation of Open Door placement scheme
- More collections preserved and available for use

4. CONCLUSION

The Forward Plan for 2012-2015 provides an ambitious direction to forge two services into one and deliver a vibrant archive and heritage offer. It will show increased online access to services and for the first time directly to documents. The Plan provides a structure to continue to build on the strengths of the Archive and Museum Services and ensure a continuing quality of its provision. Partnerships both with other archive and heritage services, related sectors and also commercial companies will help to ensure the viability of the Service for the next three years. Key to the work of both services is raising awareness of the importance of Staffordshire and Stoke on Trent's Designated Collections.

Local Members Interest
N/A

**Staffordshire and Stoke-on-Trent Joint Archive Committee
23 February 2012**

Digitisation of key family history collections

Recommendation(s)

1. That this report informing the Committee about the proposal to digitise key family history sources is received.
2. That the Committee agree to the Joint Archive Service commissioning a commercial partner to deliver this project as a partnership.

Report of Director for Deputy Chief Executive and Director for Place (Staffordshire County Council) and Director of Adult and Neighbourhood Services (Stoke on Trent City Council)

Reasons for Recommendations

3. The reasons for recommending that Staffordshire & Stoke-on-Trent Archive Service pursue this project include:
 - World wide access to the Archive Service's most heavily used collections
 - Generation of income to help support the care of these archives
 - Meeting user demand for online access
 - Enables the Service to devote more time to developing work with communities to raise awareness of archives that relate to their place and raise pride in their local heritage
 - Ensures Staffordshire is not left behind as other archive services deliver access online in this way (London Metropolitan Archives, Dorset History Centre, Liverpool, Manchester, Warwickshire and Cheshire are amongst services which have already launched their content online).
 - Meeting objectives of the government policy on Archives

Background

4. The Joint Archive Service has been preserving archive collections and making them available for public access in a variety of ways for over 65 years. The heavy user demand for access to family history resources has meant that these collections have previously been microfilmed to provide a surrogate so that original can be preserved and allow access from several service points around the county and city. There is increasing demand to view these resources online through commercial family history websites such as Ancestry.com and Find My Past. This trend was initiated by the National Archives over ten years ago when the 1901 census was published online and they have continued to develop their online service. The government policy,

Archives for the 21st Century, encourages local authority archive services to do the same.

5. The scope of the project will cover digitisation of the most heavily used and name rich sources for family history. These will include:

- Parish registers for the historic county of Staffordshire including Stoke-on-Trent and the Black Country. These records are held at the County Record Office and cover approximately 170 ancient parishes and 170 modern parishes which equates to around 3,417 registers and several million names. Only registers deposited with the Archive Service will be included; those still held by parish churches or in other archive services will not be included. The records date from 1538 to the present day and are the key source for family history from 1837 backwards as they record baptisms, marriages and burials within the established church. The cut off date for the project will be 1900 to avoid issues with Data Protection and protect privacy.
- Marriage bonds and allegations for the Diocese of Lichfield which are held by Lichfield Record Office. These records are the papers which survive when a couple apply for a marriage licence to enable them to marry more quickly or with more status. There are approximately 180,600 records which cover Staffordshire, Derbyshire, northern Shropshire and parts of Warwickshire which offers a regional dimension to the project. These records date from 1617 to 1900.
- Wills and inventories for the Diocese of Lichfield held at Lichfield Record Office. Alongside the parish registers these records are also a key source for family history recording information about families and the descendants of the testator. The wills date from 1521 until 1858 when the process of proving a will passed from the ecclesiastical courts to the civil courts and so this will be the cut off date. Again because the Lichfield Diocese is large it covers more than just Staffordshire. There are approximately 250,000 wills which is approximately 1 million names (based on models used by another archive service). In addition the Archive Service volunteers at Lichfield have been indexing these records which currently cover 1650-1730. These indexes are currently available on the Staffordshire Name Indexes website but would be included in the project to add value, quality and maximise income generated.

6. For the past ten months the Archive Service has been working on ensuring that permissions for the use of the original material are required. As all of the records come under the remit of the Lichfield Diocese the Service has carried out consultation with the Diocesan Registrar and the three Archdeacons who cover Staffordshire and Stoke on Trent. The process has been aided by the full cooperation of the Diocese who agreed to the project on behalf of the parishes in the county and the city rather than consulting with individual parishes. Parishes have had the opportunity to comment through the visitation process carried out by Archdeacons. Further permissions are being sought to include the marriage bonds and allegations and wills within the scope of the project. The Archive Service has also already received presentations from the

two main companies, Find My Past and Ancestry.com, as part of the exploration of this channel of access.

7. The Legal Services team have been working on the Proposal Document with the Archive Service using a model document from Dorset History Centre. It is intended that this proposal will be completed by April with a view to inviting commercial family history companies to bid against the proposal to become the partner in this project in May. Estimated timescales are completion of contract details by mid summer ready to start digitisation in late summer/early autumn. The digitisation process can take about 9-12 months depending on how it is carried out.

8. Digitisation will mainly be from existing master microfilm or fiche which the Archive Service holds from its own microfilming programme and also from those carried out by other organisations pending clearance of permissions. This is the preferred method by the commercial companies as it is quicker, limits handling of the original documents and simplifies the process. There are microfilms/microfiche held for some parts of the three series of documents. However there will still be digitisation from originals where there is no film copy or where the quality is insufficient to provide a suitable image.

9. The commercial partner will be responsible for digitisation, indexing of the sources, quality assurance, delivery via their commercial pay per view or subscription site, and marketing and branding the site as the Archive Service content. Royalties will be paid based on terms agreed in the contract and their estimation of the image views. Estimates of likely income are difficult to provide as other similar archive services are bound by commercial confidentiality. However it is anticipated that this will generate an additional £10-15,000 income for the service. It should also be noted that the launch of content online will also affect existing income generated through the provision of photocopies and research which needs to be factored into any predictions.

10. Clearly there are many other benefits including meeting customer demand for content online and reaching a far wider audience than is currently possible. This has been tested through surveys, consultation groups, monitoring customer comments and also national surveys such as the Taking Part Survey 2011 which stated that people want to access archive sources online. This represents a very significant step forward for the Archive Service and a new way of delivery involving a commercial partnership.

Appendix 1

Equalities implications:

The digitisation of key sources accessible through a commercial website will offer alternative channels of access but not replace the free onsite Archive Service. The proposal stipulates free online access to be available at Archive Service sites.

Legal implications:

The proposal has been developed with the Legal Services team who have ensured that the Joint Archive Service contract with an external supplier is robust and offers the Service value for money.

Resource and Value for money implications:

The proposal places the most emphasis on achieving the best royalty deal for the Archive Service and will require guaranteed royalties for at least three years. The Head of Procurement has also been consulted to ensure that the Archive Service achieves value for money with the project. The project will require Archive Service staff time to manage it and ensure that the end product is of high quality.

Risk implications:

The cost and risks of digitisation, development of front end delivery will be on the commercial partner's side. The Archive Service will ensure that the contract enhances the reputation of the Service and its parent authorities through close involvement in the management and delivery of the project.

Climate Change implications:

Direct delivery of online access to key sources will help to minimise some travel around the county.

Health Impact Assessment screening:

No significant implications.

Report author:

Author's Name: Joanna Terry, Head of Archives
Telephone No: (01785) 278370
Room No: Staffordshire Record Office

List of Background Papers

Papers	Contact/Directorate/ext number
Proposal to Digitise Staffordshire & Stoke-on-Trent Archive Sources	Joanna Terry/Place/ x8370
Local Customer Survey Nov 2011	
Taking Part Survey 2011	