

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

Thursday, 20 June 2013

**10.30 am**

County Record Office, Eastgate Street, Stafford

John Tradewell  
Director of Democracy, Law and Transformation  
12 June 2013

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

#### **1. Appointment of Chairman and Vice-Chairman**

The standing orders 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 21 June 2012, Dr. Janine Bridges was appointed Chairman and Mr. P. Corfield was appointed Vice-Chairman up to the annual meeting of the Joint Committee in 2013.

#### **2. Apologies**

#### **3. Declarations of Interest in accordance with Standing Order 16**

#### **4. Minutes of the meeting held on 21 February 2013 (Pages 1 - 4)**

#### **5. Staffordshire and Stoke-on-Trent Archive Services: Annual Report 2012/13 (Pages 5 - 8)**

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

#### **6. Joint Archive Service - Outturn 2012/13 (Pages 9 - 14)**

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

#### **7. Inspection by the National Archives (Pages 15 - 18)**

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

8. **Review of Volunteer Policy** (Pages 19 - 28)

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

9. **Date of next meeting - 21 November 2013**

The meeting will be held in the City Centre Library, Hanley, Stoke-on-Trent

10. **Exclusion of the public**

The Chairman to move:-

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

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**PART TWO**

(All reports in this section are on pink paper)

11. **Award of Contract to Digitise key family history collections** (Pages 29 - 32)

(exemption paragraph 3)

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

**Membership**

Janine Bridges (Chairman)	<b>Substitutes</b>
Ian Parry	Ben Adams
Mike Lawrence	Gwen Hassall
Michael Greatorex (Observer)	Mark Winnington

### **Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee meeting held on 21 February 2013**

Present: Janine Bridges (Chairman), Pat Corfield (Vice-Chairman), Ian Parry and Geoffrey Martin (Observer Substitute)

Apologies for absence: Jeremy Oates (Observer)

#### **PART ONE**

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

None at this meeting.

#### **17. Minutes of the meeting held on 22 November 2012**

**RESOLVED** – that the minutes of the meeting held on 22 November 2012 be agreed and signed by the Chairman.

#### **18. Annual Implementation Plan, 2012-13: Predicted Outturn**

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

The Annual Service 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 Forward Plan, 2012-2015, approved by the Joint Archives Committee at its meeting on 23 February 2012. The key achievements included: (i) integrated onsite and online customer experience; (ii) innovative online presence which showcases Staffordshire's archives; (iii) engagement with Staffordshire's communities to strengthen their identity and place; (iv) celebrate and discover Staffordshire's history; (v) a sustainable high performing service which provides leadership for the Archives and Heritage sector; (vi) improving and promoting user access to Staffordshire's archive collections; (vii) delivering high quality care of Staffordshire's archive collections; and (viii) extend volunteer working to provide new opportunities for people to increase their skills and increase access to collections.

The Committee were aware that the performance indicators were revised at the Joint Archive Committee on 21 June 2012. Some new targets were set including one for Usages of the Archive Service. This figure was set to exceed the target predominantly due to the continued increase in online access to Archive Service websites and resources. Attendances at events had dropped by about 25% and members noted this was because the previous year was boosted by the Out of Darkness exhibition visits compared to this year when no exhibition has been held.

The Head of Archive highlighted the launch of the Archive and Heritage Facebook page which enables the Archive Service to reach new audiences. She also updated members on the Digitisation project with the award of the tender due at the end of March.

Members noted the detail of performance to local indicators showing that Volunteer hours were likely to drop by about 15% and this was partly due to changes in membership of some of the groups as well as ill health for some volunteers. Performance against the customer satisfaction target had been maintained. It had been predicted that overall satisfaction would fall after reductions in opening hours but this has not seen. However there have been comments about the changes to opening hours. The Chairman asked that the Committee's thanks be passed to the staff and volunteers for their efficient work and dedication to 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 2013.

#### **19. Predicted Outturn 2012/13 and Proposed Revenue Budget**

The Committee considered a joint report of the Director of Finance and Resources and the City Director of Business Services detailing the current predicted outturn for 2012/13 for the Joint Archive Service and to consider the revenue budget position for 2013/14.

Members noted that the latest revenue outturn forecast showed an anticipated underspend of £2,313 at the end of the financial year. The current balance on the General Reserve was £66,734. The Archive Acquisition Reserve had a balance of £62,342 towards the purchase of new collections.

Members noted that the proposed revenue budget for 2013/14 of £668,180 had increased by 1.1% when compared to estimate for the current year.

Under the Joint Archive Agreement the total cost of the service was currently apportioned between the two authorities 77.59% (County) and 22.41% (City), based on the June 2010 population estimates for the County and the City. It was proposed to revise the apportionment of revenue costs to reflect the latest available respective population levels as at June 2011. This would increase the percentage charge to the City Council to 22.69% for 2013/14, with a corresponding decrease in the County Council's percentage share to 77.31%. The proposed revenue budget had been apportioned on this basis and the County's proposed share of the costs was £516,570 and the City's £151,610. Both authorities had sufficient budgetary provision to meet these costs.

A member commented on the potential income that could be generated from the Digitisation Project. As the tender had not been awarded yet it was too early to speculate on any possible income.

**RESOLVED** – (a) that the current predicted outturn for 2012/13 be noted;

(b) that the revenue budget proposed for 2013/14 be approved and submitted to the County Council for consideration.

## **20. Review of Preservation and Conservation Policy**

The Committee considered a joint report of the Director for Place and Deputy Chief Executive and the Director of Adult and Neighbourhood Services updating them on the Preservation and Conservation Policy.

Preservation and conservation was a core function of the Joint Archive Service and these responsibilities follow from the fundamental collecting activity of the Service. A new Archive Accreditation standard was being developed and the new standard was due to come into force in the summer of 2013. The draft standard required archive services to have a policy on collections care and preservation to ensure the long-term preservation of, and access to, the collection.

This Policy provided the basis for the technical function of collections care, which was carried out by the Archive Service. It sets out our commitments and responsibilities to ensure that the irreplaceable archives in our care were handed on to future generations in as good a condition as we can achieve. This area of activity has remained largely unaltered and the content of the policy is largely unchanged.

However the Policy had been updated to take account of revisions to standards for the care of collections; new ways of working for annual work programmes and highlighting the advice and training given by staff of the Archive Service to creators of archives.

**RESOLVED** – that the revised Preservation and Conservation Policy be approved.

## **21. Date of next meeting - 20 June 2013**

**RESOLVED** – that the next meeting of the Staffordshire and Stoke-on-Trent Joint Archives Committee be held on Thursday 20 June 2013 at 10.30 am in the County Record Office, Eastgate Street, Stafford.

**Chairman**



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

**Staffordshire and Stoke on Trent Joint Archive Committee  
20 June 2013**

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**Staffordshire and Stoke on Trent Archive Service:  
Annual Report 2012-2013**

**Recommendation(s)**

1. That this report informing the Committee about the annual report on the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service for the period April 2012 to March 2013 is received and approved.

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

**Reasons for Recommendations**

2. 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 2012 to March 2013.

**Background**

3. 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. The year 2012-2013 was the first 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, 2012-2013. These objectives are:

- An integrated onsite and online customer experience
- An innovative online presence which showcases Staffordshire's collections
- Engagement with Staffordshire's communities to strengthen their sense of identity and place
- Celebration and discovery of Staffordshire's history
- A sustainable high performing service which provides leadership for the Archives Heritage Sector
- Improving and promoting user access to Staffordshire's collections

- Delivering high quality care of Staffordshire's collections
- Extended volunteer working in Archives & Heritage providing opportunities for people to increase their skills and help support access to collections

5. 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 compliance plus with the Customer Service Excellence Standard; attracting grant funding for several projects including the Great War Centennial, Bradford Archive and Manorial Documents Register; launching the Service Facebook page, implementing new opening hours and staffing structure; successful preparation for inspection by the National Archives; and making significant progress on the contract to digitise key family history resources.

6. 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 with the continuation of the Rural Roadshow and popular Staffordshire History Day.

7. The year was also a challenging one as personal visits continued to fall by 9% overall but showed a slow down compared to 17% the previous year and include reductions to opening hours at the county sites. This is in line with trends in other local archive services as users continue to prefer to access material remotely or photograph sources and carry on their research at home.

8. Online visits were up between 10% and 76% across nearly all of the Service websites. Attendances at events were down slightly as were the number of volunteer hours given to the Service. However this was partly due to not having an archive exhibition in the last year which in 2011 accounted for both increased attendances and volunteer hours. Use of the Service continues to change and we have begun to develop plans to adapt to new demands starting with the digitisation programme of popular sources.

9. The Joint Archive Service produced good performance results against its local targets for public service delivery and achieved a 99% customer satisfaction rating in the national Public Services Quality Group User Survey.

10. Overall it was a successful year for the Service continuing to meet high standards whilst also developing plans to adapt to changing demands.



## **Appendix 1**

### **Equalities implications:**

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

### **Legal implications:**

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

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

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

### **Risk implications:**

None applicable.

### **Climate Change implications:**

None applicable.

### **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
Annual Report 2012-2013	Joanna Terry/Place/ x278370



Local Member Interest
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N/A
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## **Staffordshire and Stoke-on-Trent Joint Archives Committee - 20th June 2013**

### **JOINT ARCHIVE SERVICE – OUTTURN 2012/13**

#### **Recommendation(s)**

1. That this report informing the Committee on the final outturn for the Joint Archive Service for 2012/13 is received and noted.
2. That the Small Bodies Audit return is signed, when approved.

#### **Joint report of the Director of Finance & Resources and the City Director of Corporate Services**

#### **Reasons for Recommendations**

3. The Joint Archive Service budget for 2012/13 was underspent by £5,483. The General Reserve has a balance of £86,003 including the underspend for 2012/13. The Archive Acquisition Reserve has a balance of £62,342.

#### **Background**

4. The outturn for the Joint Archives Service is set out in Appendix 2. The service has spent £655,167 compared with an approved budget of £660,650. This gives an underspend of £5,483 which was transferred to the General Reserve at the end of the financial year.
5. The County has underspent by £8,017 due to lower than expected audit fees and savings on supplies and services. The City Council has overspent by £2,534 due to higher than expected expenditure on supplies and services.
6. 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 3. The General Reserve has a balance of £86,003.
7. The current balance on the second reserve, the Archive Acquisition Reserve, is £62,342. This reserve enables the Archive Service to purchase collections for the benefit of archive users in the County and the City.
8. The Joint Archives Committee is required to complete a Small Bodies in England Annual return for the 2012/13 financial year. This has been completed, reviewed by Internal Audit and is available for the Chairman to sign, when approved.

## **Appendix 1**

### **Equalities implications:**

No significant implications.

### **Legal implications:**

The Joint Agreement budget is subject to an annual small bodies audit.

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

The Joint Agreement budget is monitored regularly throughout the year.

### **Risk Implications:**

No significant implications.

### **Climate Change Implications:**

No significant implications.

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

No significant implications.

### **Report author:**

Author's Name: Kaye Chadwick, Senior Accountant  
Telephone No: (01785) 278416  
Room Number: Staffordshire Place 2

### **List of Background Papers**

Staffordshire and Stoke on Trent Joint Archives Committee 23rd February 2012  
(Report on Proposed Revenue and Capital Budgets 2012/13)

Joint and other Archive Services 2012/13 files

Joint Archives Service  
Outturn Position 2012-13

	Core Services		Staffordshire County Sites and Public Services		Stoke City Sites and Public Services		Total for service	
	Current Estimate 2012/13 £	Outturn 2012/13 £	Current Estimate 2012/13 £	Outturn 2012/13 £	Current Estimate 2012/13 £	Outturn 2012/13 £	Current Estimate 2012/13 £	Outturn 2012/13 £
<b>Expenditure</b>								
Employees	329,000	329,870	234,920	231,798	88,970	83,782	652,890	645,450
Training	1,200	903	0	0	870	450	2,070	1,353
Transport	1,900	1,465	200	841	300	41	2,400	2,347
Supplies and Services	5,740	8,708	29,540	23,278	20,030	57,524	55,310	89,510
<b>Total Expenditure</b>	<b>337,840</b>	<b>340,946</b>	<b>264,660</b>	<b>255,917</b>	<b>110,170</b>	<b>141,797</b>	<b>712,670</b>	<b>738,660</b>
<b>Income</b>								
Grants & Reimbursements							0	0
Sales			13,940	15,476			13,940	15,476
Fees & Charges			22,360	18,512	7,550	3,904	29,910	22,416
Miscellaneous	2,900	3,270	3,800	8,111			6,700	11,381
Transfers from reserve			1,470	1,472		32,748	1,470	34,220
<b>Total Income</b>	<b>2,900</b>	<b>3,270</b>	<b>41,570</b>	<b>43,571</b>	<b>7,550</b>	<b>36,652</b>	<b>52,020</b>	<b>83,493</b>
<b>Net Expenditure</b>	<b>334,940</b>	<b>337,676</b>	<b>223,090</b>	<b>212,346</b>	<b>102,620</b>	<b>105,145</b>	<b>660,650</b>	<b>655,167</b>
							VARIATION	<b>-5,483</b>



**JOINT ARCHIVES GENERAL RESERVE**

APPENDIX 3

20 June 2013

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
Balance brought forward 1 April 2012	65,556	47,712	113,268
<b>2012/13</b>			
Alterations/Environmental Controls at Stoke		32,748	32,748
	<u>65,556</u>	<u>14,964</u>	<u>80,520</u>
Transfer to/(from) reserve 31.3.13	8,017	-2,534	5,483
<b>Balance Available</b>	<b>73,573</b>	<b>12,430</b>	<b>86,003</b>

**JOINT ARCHIVES ACQUISITION RESERVE**

Balance brought forward 1 April 2012	63,814	0	63,814
<b>2012/13</b>			
Manor Court Book and Hatherton Diary	1,472	0	1,472
<b>Balance Available</b>	<b>62,342</b>	<b>0</b>	<b>62,342</b>





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

**Staffordshire and Stoke on Trent Joint Archive Committee  
20 June 2013**

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**Staffordshire and Stoke on Trent Archive Service: Inspection by National Archives**

**Recommendation**

1. That the report on the Inspection of the Joint Archive Service by the National Archives is received by the committee.

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

**Reasons for Recommendations**

2. The report informs the Committee of the Inspection by the National Archives of the whole service on 10<sup>th</sup> and 11<sup>th</sup> April 2013 and the outcomes of the Inspection.

**Background**

3. The inspection was carried out under the auspices of the 1958 Public Records Act and the Historical Manuscripts Commission warrant. Under this legislation the three record offices within the Archive Service may be appointed as a Place of Deposit. This indicates that the Archive Service has reached the required standard by the National Archives to hold certain categories of records including: magistrates' court records, coroner's inquests, manorial and tithe records, and diocesan records. The standard which the Service was assessed against was BS5454: Standard for the Storage and Exhibition of Archival Materials and The National Archives' *Standard for Record Repositories (2004)*. Note BS5454 has just been replaced by PD5454 pending a review to make it a European standard.

4. The Inspection was carried out over two days with the inspector visiting all three sites accompanied by the Head of Service and other officers as appropriate. Each site was assessed separately but also the whole of the Joint Archive Service in respect of its joint delivery of: policies, plans, online catalogue, website, conservation service, and other whole service projects.

5. There was heavy emphasis on the quality of storage, environmental monitoring, security (including CCTV and length of time recordings are kept) as core of an archive service. However the Service was also assessed in terms of its governance, staffing (numbers and level of qualified staff), budget for the service and how reductions in budget have impacted, how the conservation service works across the whole service, levels of cataloguing and whether the

backlog of material is growing or reducing, average rate of accruals each year, public service delivery and outreach activities. The service was also assessed on the amount of remaining space it has and plans for growing space.

6. The Head of Service took the opportunity to discuss longer terms plans about the way the public service delivery may change in light of digitisation. This will mean that the National Archives will need to be kept informed with regard to Place of Deposit status.

7. The results of the Inspection were very positive. Stoke on Trent City Archives was re-appointed as a Place of Deposit including its newly improved strongrooms. It was commended for how it has adapted to budget reductions and its new opening hours. It was recommended that an acclimatisation facility was developed and that automatic environmental monitoring software was introduced for the strongrooms.

8. Lichfield Record Office was also re-appointed as a Place of Deposit subject to any impending review of service delivery. The service was praised for delivering a service conducive to research and the storage areas were well planned and equipped. It was recommended that additional security cameras were installed by the entrances to the stores and that variations in environmental conditions were investigated.

9. Staffordshire Record Office was also re-appointed as a Place of Deposit subject to any impending review of service delivery. It was complimented on providing an excellent service and as in the other offices the staff were highly praised for their work. The reading room was deemed to be more than adequate for researchers and the event room was praised as multi-functional space able to operate as a hub for the County's history network. The strongrooms were also commended but it was suggested that a review of the performance of the environmental monitoring equipment was carried out. An isolation facility was also suggested as an improvement. Additional security cameras for the reading room were also recommended along with retention of a longer period of digital recordings.

10. The Inspection was overall very positive for the Service especially at Stoke where the improvements there have been praised. The county service also performed well but it is important that any change to provision in the service is done in consultation with the National Archives. The Head of Service intends to continue the dialogue begun as part of the Inspection and to assess the recommendations and develop a plan to make improvements as appropriate.

## **Appendix 1**

### **Equalities implications:**

The inspection cover public service provision and ensuring access available in a variety of ways.

### **Legal implications:**

The Inspection is carried out under the auspices of the 1958 Public Records Act and the Historical Manuscripts Commission warrant. This entitles the service to hold certain categories of records and means provision of service must continue to meet these standards to maintain Place of Deposit status.

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

The Inspection recommended some improvements which would need to be met from the Joint Archive Service budget. An improvement plan will be developed and costed.

### **Risk implications:**

By ensuring that the National Archives remains involved in discussions about changes to the Archive Service risks of losing Place of Deposit status will be minimised.

### **Climate Change implications:**

The inspection made recommendations regarding improvements to air conditioning equipment and its performance which could impact on climate change.

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

No significant implications.

### **Report author:**

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

### **List of Background Papers**

Reports and advisory letters for:	Contact/Directorate/ext number
Staffordshire Record Office	Joanna Terry, Place, 278370.
Lichfield Record Office	
Stoke on Trent City Archives	



Members Interest	
Members' name	Electoral Division
N/A	

**Staffordshire and Stoke on Trent Joint Archive Committee  
20 June 2013**

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**Staffordshire and Stoke on Trent Archive Service: Volunteer Policy**

**Recommendation(s)**

1. That the revised Volunteer Policy for Staffordshire and Stoke on Trent Archive Service, as at Appendix 1, be approved.

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

**Reasons for Recommendations**

2. The review has updated the Policy to reflect changes proposed following consultation with volunteers during November - December 2012. It has also been aligned with the County Museum Service so that the Policy covers Archives and Heritage in Staffordshire as well as the whole of the Joint Archive Service.

**Background**

3. Staffordshire and Stoke on Trent Archive Service has offered volunteer opportunities over a number of years and since 2000 adopted a formal programme. The first Volunteer Policy was adopted and approved by the Joint Archive Committee on 27 June 2002. The Policy has been reviewed since then and is now due for a further review. The revised Policy is at Appendix 2 of this report. Volunteers contributed 4,717 hours to the Archive Service in 2012-2013 which is equivalent to 2.4 full time members of staff per week across the Service.

4. In preparation for the review the first Survey of Volunteers within the Archive Service and Museum Service was carried out during November – December 2012. The results of the Survey have been used to inform the review and change the emphasis of the policy.

5. The Survey asked volunteers about:
  - Their age and gender profile
  - Their motivation for volunteering
  - Where else they volunteer
  - Their experience of volunteering
  - What improvements they could suggest.

6. The results showed that most volunteers were over 55 with a fairly even gender split and over half had been volunteering for longer than 2 years. The largest proportion of volunteers is based at Staffordshire Record Office where there are larger facilities and three groups running. Some volunteers work remotely and were also included in the survey. Most volunteers live within 4 miles of the service point at which they volunteer. Over half of volunteers also carry out voluntary work for other organisations. These included: Church of England groups, Lichfield Cathedral, charity hospices and charity shops and a range of other organisations.

7. The Survey also showed that the main motivation for volunteering was to keep the brain active in retirement. Volunteers like to feel that they add value to the service but do not wish to replace paid roles. They also appreciate the new skills they have learnt including reading old handwriting, computer skills and team working skills. At least one volunteer has gained paid employment with a reference provided by the Service. They also enjoy the social aspects of being a volunteer in particular meeting new people and widening their circle of friends. The vast majority valued the collections more and most felt a stronger sense of pride in Staffordshire's heritage.

8. The volunteers welcomed the opportunity to learn more about the work of the Service so that they can see how their work fits in. Over 93% of existing volunteers would recommend volunteering for the Joint Archive Service and County Museum.

9. The feedback from the survey has been evaluated by the management team in the Archive and Heritage Service. The 2009 Policy and the County Museum Volunteer Policy were both evaluated and found to be very similar. Differences between the two have been reconciled and formulated into a single policy.

10. The main changes to the policy include:

- Alignments to ensure that the policy covers the Joint Archive Service and County Museum.
- Updating the strategic outcomes which the policy supports.
- Updating the range of activities carried out by volunteers to include preservation work and care of collections.
- Ensuring the corporate process for recruiting volunteers is included in the policy and the policy fits within corporate policies.
- A change in emphasis to stress partnership working with volunteers.
- Inclusion of a commitment to offer opportunities to find out more about the work of the Service.
- Retaining the rewards of discounts at events and an annual thank you lunch.

11. The volunteer agreement which is completed and signed by all new volunteers has also been updated to take account of the new policy. The volunteers will be informed of the policy revision as a start to the process of ensuring they understand how their work contributes to the overall work of the Archive Service and County Museum Service.

## **Appendix 1**

### **Equalities implications:**

The updated Policy includes reference to the equal opportunity policies and uses the corporate volunteer recruitment process to ensure wide advertising of spaces in volunteer groups.

### **Legal implications:**

The Policy states the rights of the volunteers and the expectations of volunteers. It is made clear that volunteers are covered by the Council's insurance policies.

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

A part time volunteer coordinator role is in place to supervise volunteers at Staffordshire Record Office who work in the biggest group. This role provides a vital key contact for all volunteers and offers ongoing support to the group. The Survey results testify the appreciation of this role and the value it provides in retaining volunteers.

### **Risk implications:**

Risk assessments are carried out for all activities carried out by the volunteers. Constant supervision is in place for the newly formed Preservation Group who carry out work using sharp tools. A thorough induction is given to volunteers and they have a named contact within the Service.

### **Climate Change implications:**

No significant implications.

### **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
Staffordshire and Stoke on Trent Archive Service: Staffordshire Archives and Heritage Volunteer Policy	
Staffordshire and Stoke on Trent Archive Service: Staffordshire Archives and Heritage Volunteer Survey Results 2012	





## **APPENDIX 2**

### **STAFFORDSHIRE ARCHIVES AND HERITAGE**

#### **VOLUNTEER POLICY**

##### **1. INTRODUCTION**

- 1.1 Staffordshire Archives and Heritage includes the Staffordshire and Stoke on Trent Archive Service and the County Museum Service.
- 1.2 The aim of the Service is 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.
- 1.3 Volunteers, through the time, energy and skills which they provide, make a valuable contribution to the overall aims of the Archive Service. Equally volunteer working can also bring benefits to volunteers themselves by improving skills and confidence, developing interests and providing enjoyment and social interaction.
- 1.4 In the Staffordshire and Stoke on Trent Archive Service, volunteers are involved mainly in the production of catalogues, indexes or other types of finding aids, which will enhance public access to archive collections, or in preservation work on the collections, which can help to halt further deterioration.
- 1.5 In the Staffordshire County Museum Service volunteers help with the delivery of our services. Volunteers are involved in many aspects of our work including, for example, research, care of the collections, preventative conservation, documentation and exhibition preparation.
- 1.6 The Archive and Heritage Service recognises that collaboration with existing voluntary groups or the formation of groups for specific local projects can help us to engage more effectively with local communities and that specific locally-based volunteer projects can help communities to build and define a sense of place and belonging.

##### **2. PURPOSE OF POLICY**

- 2.1 The purpose of the Archive and Heritage Service in adopting this policy is:
  - To acknowledge the value of the contribution made by volunteers to the work of the Service and to widening participation in the community history of Staffordshire
  - To establish clear principles for the involvement of volunteers with the Service

- To clarify the role of volunteers and the relationship between volunteers and the Service
  - To confirm the commitment of the Archive Service to involving volunteers in its work
  - To recognise the respective roles, rights and responsibilities of volunteers and the Service
  - To establish an appropriate framework for the recruitment and support of volunteers within corporate policies and guidelines
- 2.2 The Volunteer Policy also supports the County Council's Strategic Plan and the City Council's Mandate for Change. It does this by supporting the following outcomes:
- Staffordshire's communities can access, enjoy and benefit from a range of learning, recreational and cultural activities
  - Staffordshire is a place where people live longer, healthier and fulfilling lives
  - Staffordshire's economy prospers and grows, together with the jobs, skills, qualifications and aspirations to support it

Volunteering enables people to access cultural collections in a different way, meet people and improve their well being, gain new skills to help them seek new opportunities for paid employment.

### **3. DEFINITIONS**

- 3.1 A volunteer is defined as a person who carries out voluntary work in partnership with the Archive and Heritage Service. The work is undertaken by choice and is unpaid.

### **4. STATEMENT OF PRINCIPLES**

- 4.1 The Service will make information about opportunities for volunteer working widely accessible, including through the various volunteer agencies operating in Staffordshire and Stoke on Trent and by through corporate processes and publicity.
- 4.2 The tasks, which are identified to be carried out by volunteers, will be clearly defined so that both employees and volunteers are sure about their respective roles and responsibilities.
- 4.3 The Service will keep a register/records of volunteers, details of which will not be disclosed to third parties, and will maintain records of the work carried out by volunteers.

- 4.4 Volunteer work will complement, not replace the work carried out by employees.
- 4.5 Volunteers will have the opportunity to represent their views and concerns to the Service.
- 4.6 The Service will acknowledge publicly the contribution made by volunteers to the Service.
- 4.7 The product of any volunteer work carried out to assist the Archive Service will be considered to be the copyright of the Archive and Heritage Service and the Service will have the right to publish the product of any volunteer working in order to further its aim of improving access to collections.
- 4.8 This policy and the accompanying procedures relating to volunteer working will be reviewed every three years.

## **INDIVIDUAL VOLUNTEERS**

### **5. RECRUITMENT AND SELECTION**

- 5.1 The Staffordshire and Stoke on Trent Archive Service will adhere to the Equal Opportunities and Volunteer policies of both Staffordshire County Council and Stoke on Trent City Council, when recruiting and selecting volunteers.
- 5.2 We will make information about opportunities for volunteer working widely accessible using corporate processes, including information about actual tasks, required skills, commitment and time. This will be regularly reviewed.
- 5.3 Potential volunteers will be invited to a preliminary discussion with the appropriate member of staff prior to any volunteer work being offered. This provides an opportunity for informal assessment on both sides and for a consideration of possible options.
- 5.4 The Service reserves the right not to accept a volunteer or to terminate an arrangement.
- 5.5 Wherever possible placements will match the volunteers skills, talents and interests with the voluntary work to be carried out. However it may not always be possible to do this and in some cases it may not be possible to offer a placement because of insufficient accommodation within the Service.
- 5.6 Volunteers will be required to complete a volunteer's agreement. This will outline the commitment of Archive and Heritage Service to the volunteer and the volunteer's commitment to the service.
- 5.7 The Service may request references for volunteers where it is considered to be appropriate to do so.

- 5.8 Once placed with the Service, we will expect volunteers to comply fully with existing policies and procedures, including health and safety procedures.

## 6. RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

### ***The Archive and Heritage Service recognises the rights of volunteers to:***

- Be given clear information and a full induction to the organisation and its procedures, including its health and safety procedures, and equal opportunity policies.
- Work in safe working conditions
- Be insured through the Staffordshire County Council and Stoke on Trent City Council insurance policies
- All volunteers will be offered appropriate access to support and supervision on a regular basis, with a named manager, and will be informed who to contact in an emergency
- Receive the necessary training to perform allocated tasks
- Be free from any form of discrimination
- To make comments or complaints which will be dealt with through established corporate procedures
- Ask for a reference to support future work applications
- Withdraw from voluntary working
- Where public transport is unavailable we will endeavour to support volunteers to reach our service point.

### ***The Archive and Heritage Service expects that its volunteers will:***

- Work within the agreed protocols and procedures of the Archive and Heritage Service, Staffordshire County Council and Stoke on Trent City Council
- Work within the guidelines provided
- Work at times agreed with the Service and give advance notice of any variations

- Carry out specified tasks in a way which supports the aims, values and standards of the Service
- Respect confidentiality
- Show courtesy to members of the staff and other volunteers
- Attend training and support sessions where agreed

## **7. RECOGNITION, SUPPORT AND REWARD FOR VOLUNTEERS**

- 7.1 The Service will provide an induction to the workplace, including written information about the health and safety procedures.  
A volunteer working risk assessment is in place at all Service premises.
- 7.2 Volunteers will be entitled to discounts at certain Service events.
- 7.3 Each year volunteers will be invited to attend an annual thank you lunch hosted by the Head of Service in appreciation of their work.
- 7.4 The Service will offer opportunities to learn more about its work and how the work of the volunteers supports the outcomes delivered by the Service.

## **8. VOLUNTEER GROUPS**

- 8.1 Where appropriate, the Archive and Heritage Service will seek to engage with and encourage local community groups or organisations to help to deliver volunteer projects. Before the commencement of any activity, the overall aims, the task remit, methodology and outcomes of the project will be clearly discussed and defined between the appropriate member of staff and the relevant group.
- 8.2 Where volunteer projects are developed within communities to support the Service, volunteer groups will be asked to carry out specified tasks in a way, which supports the aims, values and standards of the Service.
- 8.3 The Service will ensure that local volunteer groups have a named point of contact with the Service. Equally there will be a named representative(s), who will liaise with the Service on behalf of the group concerned.

## **9. RELATIONSHIP WITH ARCHIVE SERVICE EMPLOYEES**

- 9.1 The Archive Service will endeavour to ensure that good working relationships are fostered between its employees and volunteers.
- 9.2 The work of the Archive and Heritage Service employees and the contribution made by volunteers will be promoted through staff and volunteer learning and development opportunities.

- 9.3 Key members of staff in the Service have named responsibilities for coordinating the work of volunteers and should be the first point of contact.
- 9.4 The roles of volunteers and paid staff will be clearly defined, complementary and mutually supportive.
- 9.5 In the event of any industrial action, volunteers will not be requested to carry out the work of Archive and Heritage Service employees. They may continue with their regular duties, provided that adequate supervision can be made available, but will not be asked to undertake additional work.

## **10. VOLUNTEER AGREEMENTS**

- 10.1 The purpose of entering into a service agreement is to ensure that the role of volunteers is clear, that satisfactory arrangements are in place for their management and that the impact and benefits of volunteering are acknowledged.

## **11. RESPONSIBILITY AND REVIEW**

- 11.1 The overall responsibility for the implementation, monitoring and review of this policy rests with the Head of Archive Services.
- 11.2 The policy has been prepared in line with corporate policies and processes relating to volunteers.
- 11.3 The policy will be reviewed within three years.

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of Part 1 of Schedule 12A  
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Document is Restricted

