

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

Thursday, 28 June 2018

**10.30 am**

City Central Library, Hanley

John Tradewell  
Director of Strategy, Governance and Change  
20 June 2018

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

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

The Standing Orders of 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 alternately between the two Councils) but so that the Chairman and Vice-Chairman shall not be representatives of the same Council”.

At the Joint Committee meeting on 15 June 2017, Mrs. Gill Heath was appointed Chairman and Mr. Anthony Munday appointed Vice-Chairman up to the annual meeting of the Joint Committee in 2018.

#### **2. Apologies**

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

#### **4. Minutes of the meeting held on 3 April 2018 (Pages 1 - 8)**

#### **5. Joint Archives Services: Annual Report 2017/18 (Pages 9 - 62)**

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

#### **6. Joint Archives Service: Revenue Outturn 2017/18 (Pages 63 - 72)**

Joint report of the Director of Finance and Resources (Staffordshire County Council) and Director of Resources – Assistant Chief Executive (Stoke-on-Trent City Council)

**7. Staffordshire History Centre Project Update (Pages 73 - 84)**

Joint Report of the Deputy Chief Executive and Director for Families and Communities (Staffordshire County Council) and Director of Resources – Assistant Chief Executive (Stoke-on-Trent City Council)

**8. Volunteers in the Archive and Heritage Service (Pages 85 - 90)**

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

**9. Loans Policy (Pages 91 - 114)**

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

**10. Date of next meeting - Thursday 15 November 2018 at 10.30 am, Staffordshire County Record Office, Stafford**

**11. 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)

Nil

<b>Membership</b>	
Gill Heath	Gill Burnett
Anthony Munday	

**Note for Members of the Press and Public**

**Filming of Meetings**

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

**Recording by Press and Public**

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

**Minutes of the Staffordshire and Stoke-on-Trent Joint Archives Committee  
meeting held on 3 April 2018**

Present: Gill Heath, Anthony Munday and Michael Greatorex (Invitee/Observer)

Apologies for absence: Philip White

**PART ONE**

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

There were no Declarations of Interest made at the meeting.

**41. Minutes of the meeting held on 21 December 2017**

**RESOLVED** – That the minutes of the meeting held on 21 December 2017 be confirmed and signed by the Chairman.

**42. Predicted Outturn 2017/18 and 2018/19 Revenue Budget**

The Committee considered a report of the Director of Finance and Resources (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) informing them of the predicted outturn for 2017/18 and the proposed net revenue budget for 2018/19 (Schedule 1 to the signed minutes).

The predicted outturn for 2017/18 was £718,045 against an approved budget of £746,500 which gave an underspend of £28,455. This underspend had arisen owing to managed savings on staff and lower than expected expenditure on (i) training; (ii) transport and; (iii) supplies and services.

The General Reserve currently held a balance of £31,411 (net of Heritage Lottery bid funding commitments) and the Archive Acquisition Reserve a balance of £57,542. Members noted that the City Council were seeking approval for the release of £30,000 from the General Reserve for various capital works in the Solon Room, City Central Library, Hanley, Stoke-on-Trent in order to accommodate contents of the Solon, Minton and Doulton Library Collections.

The proposed net revenue budget for 2018/19 of £864,070 represented an increase of £117,570 over the previous year. Under the Joint Archives Agreement (JAA) the percentage charged between the two Authorities was 77.41% to the County Council and 22.59% to the City Council. This ratio was based on population levels across Staffordshire and Stoke-on-Trent. Therefore, for 2018/19 the County Council were responsible for £668,770 and the City Council for £195,300 and both Authorities had confirmed that they had sufficient budgetary provision to meet these costs.

However, owing to pressures on both Authorities' revenue budgets, it was becoming increasingly difficult to achieve the exact split according to the above-mentioned ratio. It was therefore proposed that a review of the JAA be undertaken with a view to changing the apportionment for future years.

During the discussion which ensued, the Member representative of the City Council sought clarification of the reasons why apportionment of the Joint Archives Budget was likely to become increasingly problematic. In reply, an officer representative of the County Council explained that previously, elements of the County Council's contributions had been vired from budgets which lay outside the JAA. However, this facility would be unavailable from 2019/20 onwards owing to a reduction in funding. It was expected that an additional post to be included in the JAA by the City Council would have major implications for the County Council. Therefore, a change in the JAA funding mechanism was required so that the Authority could meet their commitments.

Another officer representative of the County Council commented on the timeliness for the JAA review having regard to (i) the time which had elapsed since the previous review in 2010 and; (ii) the work undertaken by both Authorities to integrate their various collections. A report would be submitted to their next meeting giving details of a proposed workable revision to the Agreement.

In response to a question from a Member of the City Council, the Officer representative of the Authority confirmed that there would be no additional costs for them arising from the proposed revisions to the JAA.

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

(b) That the proposed investment of £30,000 for shelving and minor capital works at the Solon Room, City Central Library, Hanley, Stoke-on-Trent be approved.

(c) That a review of the Joint Archives Agreement between the County and City Councils be undertaken particularly in relation to the annual budgetary apportionment method between the two Authorities.

(d) That the 2018/19 net revenue budget be approved.

### **43. Staffordshire History Centre Project**

The Committee considered a joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services (Stoke-on-Trent City Council) updating them on progress with regard to the Staffordshire History Centre Project (Schedule 2 to the signed minutes ).

The Archive and Heritage Service had submitted a bid to the Heritage Lottery Fund (HLF) for funding towards the development of a Staffordshire History Centre comprising (i) accommodation for records; (ii) a new community exhibition space; (iii) modern search rooms and strong rooms to provide storage for an additional 25 years of future collections.

Following consideration by the HLF, a grant of £333,400 was awarded for the Development Phase of the project with a further £4m being earmarked for Phase 2, subject to a successful application to be made. Permission to commence work was confirmed by HLF in October 2016 and during 2017 several pieces of work were commissioned which were required for Phase 2.

The project was being managed by a Project Board and Team.

On 19 March 2018 various documents were submitted to the HLF for a mid-stage review including (i) a reviewed and updated Project Vision “The Staffordshire History Centre will create imaginative and exciting ways to connect Staffordshire people and their stories”; (ii) a reviewed and updated Activity Plan which gave greater detail about the activities to be delivered, set more ambitious targets and included the development of the Active Partnership initiative; (iii) an Interpretation Plan setting out new proposals for the interpretation of the History Centre; (iv) Architectural Designs for the Centre; (v) revised Business, Maintenance and Management Plans which included financial data, forecasts and anticipated maintenance costs over a ten year period and; (vi) a Conservation Management Plan.

During her presentation of the report the Deputy Chief Executive confirmed that all project costs had been reviewed and compared against those included in the Round 1 bid. Assuming that the bids for matched funding were successful it was considered that the project remained both affordable and deliverable. A total of £614,000 match funding had already been secured and a further £336,000 was being sought.

The outcome of the mid stage review was expected to be received from the HLF by the end of April 2018 and depending on the outcome, a Stage 2 bid would be submitted prior to their 14 June 2018 deadline.

During the discussion which ensued Members thanked officers from both authorities for the work they had undertaken to date in supporting the mid stage review. The Deputy Chief Executive informed them that the HLF had reduced funding available to support projects going forward and therefore the next bidding round was likely to be very competitive. Commenting on the review in general she said that various external partners had been involved and the process had been detailed and thorough. In response to a question from the member representative of the City Council, she said that in the event Stage 2 funding did not become available, further consideration as to how the service would achieve Archive Service Accreditation would be required. Although it was difficult to envisage how the bid could be re-submitted in its entirety, it might be possible pursue smaller projects included in the Activity Plan.

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

(b) That the Committee thank officers from both Partner Authorities for the work they had undertaken in supporting the Heritage Lottery Fund’s mid-stage review of the Staffordshire History Centre Project.

#### **44. Forward Plan 2018 and Predicted Performance Outturn 2017-18**

The Committee considered a joint report of the Deputy Chief Executive and Director of Families and Communities (Staffordshire County Council) and Director of Housing and Community Services informing them of the 2018 review of the Service's Forward Plan "Staffordshire and Stoke-on-Trent Archive and Heritage Service Vision" and detailing the predicted performance outturn against the targets which had been set (Schedule 3 to the signed minutes). A copy of the proposed revised forward plan was appended to the report for Members' information.

The Forward Plan 2015 – 2025 had been approved by the Committee at their meeting on 26 March 2015. Whilst the Archive service had previously worked to a three year planning cycle, the scope of the current plan had been extended to cover ten years having regard to the time needed to deliver some of the changes required and its role in achieving the transformation of the service.

The proposed revised plan included:-

- Updated context headlines in order to reflect progress made by the service since 2015 and changes which had occurred including closure of the Lichfield Record Office on 1 January 2016.
- Updated list of Partners who worked with the service to reflect the changes which had occurred following the transfer of the Shugborough Estate to the National Trust on November 2016.
- Inclusion of a new section on the project vision, aims and objectives for the Staffordshire History Centre (SHC).
- Inclusion of Information on collections, buildings, outreach, volunteers, partnerships and resources with current statistics and key achievements.

With regard to "Developing an Active Partnership Approach" Members noted that the joint working with the William Salt Library Trust had been strengthened by the adoption of a shared vision. In addition, new partnerships had been identified with local groups across the County and City and following engagement with stakeholders regarding future ways to interact with the service, a new Staffordshire History Centre Network was proposed. To date over 47 groups and organisations had agreed to support the project in some way.

Work was progressing on the establishment of a Development Trust in order to continue fundraising activity, in support of the History Centre, following the ending of the HLF grant.

During 2017/18 an estimated 7,800 hours had been given to the Archive and Heritage Service by volunteers in to support the delivery of the Annual Activity Plan.

With regard to “Resilience and Sustainability”, five matched funding bids had been submitted to support the work of the service one of which had been successful, two had passed the first stage application process and a further two were still to be considered. In addition a further four bids were being developed for submission in 2018.

A major depositor event was held in November 2017 to showcase the SHC project and encourage donations. A further depositor had made a separate approach to the service and was making a donation of £100,000 towards the project. In addition Friends of Staffordshire and Stoke-on-Trent Archive Service continued to fundraise in support of the service focussing specifically on the SHC. During 2017/18 the value of this support had amounted to £123,000.

Various conservation programmes had been completed across the service during 2017/18 including the Minton Archive. However, the annual cataloguing programmes were still to be delivered although substantial support had been received from volunteers and donors to help with this work.

With regard to “Reaching and Engaging New Audiences” Members noted that the service had piloted new activities during the year including (i) engagement with schools and pupils in order to test new learning activities; (ii) attendance by staff at village fetes and fairs to raise awareness of the service and obtain feedback on proposals for events and the new offer at the SHC.

Plans for the public spaces at the SHC and outreach offer had been developed and tested. In addition, digital newsletters had been launched for the Archive and Heritage Service and the SHC project and both had succeeded in reaching new audiences.

Activity and Interpretation Plans had been developed for the SHC project with stakeholder input. Both plans covered a four year period and included measures to reach new audiences through events and community projects. The Interpretation Plan outlined how collections were to be viewed at exhibitions both onsite at the SHC and through touring exhibitions.

With regard to “Sharing Knowledge Across the Sector” Members noted that the Archive and Heritage Service had contributed to the wider sector working with a number of different organisations. It was an active member of Archives West Midlands with two County Council staff members being trustees. In addition, staff had given presentations to two conferences during the year on conservation and Archives West Midlands. Furthermore two case studies had been published in the National Archives’ Volunteer Cataloguing Guidance and in the Touring Exhibitions Group’s journal on the First World War.

The service had worked closely with local history groups and museums in the County and City areas to share knowledge and support work in local communities. It was planned to widen this role following the established of the Staffordshire History Network referred to above.

With regard to “Online Presence and Remote Access”, Members noted that a Digital Plan had been developed as part of the SHC project which focussed on digitisation priorities and the development of a website to make access easier for users. The Service continued to add content to its existing online platforms including (i) two new name indexes; (ii) additional images on Past Track and; (iii) more collections added to the online catalogue.

Work had also progressed on plans for managing digital archives as part of a consortium with Archives West Midlands. The service took part in a survey to assess readiness for handling digital archives and tested a software package.

During her presentation of the report the Deputy Chief Executive undertook to provide the Committee with further details of the work undertaken by volunteers in support of the Archives and Heritage Service to a future meeting with a view to making a report to the Staffordshire People Helping People Board who oversaw the development of a community based approach in the County.

In the discussion which ensued the Committee welcomed the good progress which had been made in achieving the various aims set out in the Forward Plan and paid tribute to the volunteers who had made such a valuable contribution to the work of the service during the year.

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

**45. Date of next meeting - Thursday 14 June 2018, 10.30 am, City Central Library, Hanley, Stoke-on-Trent**

The Deputy Chief Executive and Director of Families and Communities undertook to liaise with the Chairman regarding a possible change to the calendared date for the next meeting of the Committee, having regard to the Heritage Lottery Fund’s deadline for submission of a Phase 2 grant application for the development of the Staffordshire History Centre.

**RESOLVED** – (a) That, if required, the next meeting of the Committee scheduled for Thursday 14 June 2018 2018, 10.30 am, City Central Library, Hanley, Stoke-on-Trent be brought forward to an earlier date.

**46. Exclusion of the public**

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



## **PART TWO**

### **47. Exempt minutes of the meeting held on 21 December 2017**

**RESOLVED** - The exempt minutes of the meeting held on 16 December 2018 be confirmed and signed by the Chairman.

**Chairman**



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

**Staffordshire and Stoke on Trent Joint Archive Committee  
28 June 2018**

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

**Recommendation(s)**

1. That this report informing the Committee about the annual report on the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service for the period April 2017 to March 2018 is received and approved.
2. That the Risk Register for the Staffordshire and Stoke-on-Trent (Joint) Archive Service is reviewed and agreed.

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

**Reasons for Recommendations**

3. The accompanying Annual Report provides an account and review of the work and performance of the Staffordshire and Stoke-on-Trent Archive Service for the financial year, April 2016 to March 2017. The internal audit carried out on the Joint Archive Committee recommended that the Committee review the Risk Register for the service.

**Background**

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

5. The year 2017-2018 was the third in the current three-year planning cycle for the Joint Archive Service. This year's Annual Report shows some significant achievements towards meeting the overall strategic objectives of the Archive Service within the current Forward Plan, 2015-2018. These objectives are:

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

6. The Annual Report demonstrates a very productive year for the Joint Archive Service in terms of its performance, achievements and associated activity. The most notable successes have been the development of Heritage Lottery Funded Staffordshire History Centre, achievement of Archive Accreditation, and continued work on funded cataloguing projects especially at Stoke on Trent City Archives.

7. The closure of Lichfield Record Office in December also saw a lot of change and transition for the service as collections from Lichfield were moved to Stafford. Such a significant move of collections whilst also developing a major capital project has impacted on the work of the service. Whilst most targets were maintained there were dips in some as staff concentrated on other priorities.

8. The Staffordshire History Centre continued to dominate the work of the Service. During the development stage of the project fourteen events and activities were delivered across the county to consult with people about the project. The service attended rural events, village fetes and hosted its own drop in events to ensure wide cross-section of people were consulted. The feedback shaped the Activity Plan and the Active Partnership work in which a network of groups and societies will work together to deliver the project. A Conservation Management Plan sets out how the collections will be better managed, interpreted, explained and conserved through the project. It makes recommendations about policies for the collections and target areas for collecting. Designs for the Centre were developed to RIBA stage 3 and the Interpretation Plan demonstrates what the exhibition space will look like. 550 square metres of fully accessible space will be created. New PD5454 storage will provide space for 20 years of future collecting. An ambitious programme of activity will reach 120,000 per year and 8,000 young people will be involved in learning sessions for schools. The work was not without difficulties and after extensive feedback from HLF mentors the stage 2 application was submitted in June 2018.

9. The Service was delighted to achieve Archive Accreditation in July 2017. At the presentation of the award in November Dr Val Johnson of The National Archives said 'only 3.5% of services have attained this award'. The successful achievement was as a result of the whole management team working together on the submission and reflected many years of good practice within the service.

10. Whilst the service was busy attending events for its consultation on the History Centre it was unable to deliver as many of its own events. This resulted in a 44% drop in attendees to the service events. The service continued to work in partnership with the County Museum and Library and Arts Service to promote the Great War Centennial. This included the War Bride project, J.R.R Tolkien exhibition, Great War Conferences, and the Kitchen Goes to War.

11. Volunteers continued to work on a number of projects across the service contributing 8,571 hours. This is only a slight drop on the previous year and covers all aspects of the work of the service. The work at Stafford and Stoke was highlighted as best practice in guidance on using volunteers to support cataloguing. The project at Stoke working on the 16<sup>th</sup>5th Lancers Regiment has been successful

drawing on veteran's knowledge of the collection to add detail to the catalogue. Volunteers also took part in consultation on the History Centre. Their feedback was invaluable for the design of the building, activities and development of a training programme for the project for staff and volunteers.

12. Onsite services changed significantly with the move of the Lichfield Collections to Stafford. The Collections Management Archivist led the move ably supported by other archivists, the staff at Lichfield Record Office and volunteers. The move was successful and collections were accessible from May 2018. Staff training was provided across the service and the Lichfield staff are supporting the service at Stafford as well as preparing for the Access Hub in Lichfield Library. Personal visits fell by 19% in line with previous years.

13. Online services maintained high levels of use as the main way people interact with the collections. Visits to the service website increased whilst use of the online catalogue was almost the same as the previous year. The number of Facebook likes and Twitter followers increased by 18% and 21% respectively. Use of Staffordshire resources on Find My Past remained high.

14. Accessions and approaches for new collections was down to 159 for the year. In part this is due to the closure of Lichfield Record Office and reduction in space available to take new deposits. Despite these challenges good progress was made in cataloguing new collections and those which form part of the backlog. This was partly due to the success of the service in attracting external funding. Stoke on Trent City Archives succeeded in obtaining a National Cataloguing Grant from the National Archives to catalogue the Archive of Royal Doulton (part of the Minton Archive). Following on from the success of a project to catalogue Public Health Records the Service has attracted a second grant from the Wellcome Trust. The grant of £167,519 will enable the service to catalogue mental health care patient records 1818-1960. An exhibition and outreach activities will also form part of the project.

15. The conservation programme also received support from external funding with a National Manuscripts Conservation Trust grant to conserve parts of the Minton Archive at Stoke on Trent. The conservators also completed annual programmes, bound medieval volumes for Shropshire Archives, and supported Walsall and Sandwell Archives.

16. The Joint Archive Service produced good performance results against its local targets for public service delivery and achieved a 99% customer satisfaction rating in local survey of users across the service.

17. The year has seen major projects developed and completed. The achievement of Archive Accreditation recognised the work of the service and its ambitions for the future. It has a strong record of working with volunteers and using external funding to deliver key priorities.

## **Risk Register**

18. Staffordshire County Council Internal Audit team completed an audit of the Joint Archive Committee in May 2017. This audit looked at financial management and

processes and risk management. A service risk register has been completed each year but has not been reviewed by the Joint Committee. The single finding from the audit was to recommend the Risk Register is reviewed by the Committee. The register sets out the main risks to the service covering:

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

The Risk Register at Appendix 3 sets out the impacts and mitigating actions giving a total risk rating out of 25. The highest risk item is to digital preservation of collections. This is a priority for the service which it is addressing through collaborative working with Archives West Midlands.

## **Appendix 1**

### **Equalities implications:**

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

### **Legal implications:**

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

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

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

### **Risk implications:**

Risk register for the service has been completed.

### **Climate Change implications:**

None applicable

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

None applicable

### **Report author:**

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

Telephone No: (01785) 278370

Room No: Staffordshire Record Office

### **List of Background Papers**

Papers	Contact/Directorate/ext number
Annual Report 2016-2017	Joanna Terry/Families & Communities x278370
Archive Service Risk Register 2018	Joanna Terry/Families & Communities x278370





# Staffordshire and Stoke on Trent Archive Service



History Centre development stage activities

## Annual Report 2017 - 2018



STAFFORDSHIRE  
&  
STOKE ON TRENT  
• Archive Service •

## Introduction

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

This year the Archive Service has continued to focus on the major Heritage Lottery Fund project to deliver the vision for the Service for the future. The Service has also continued to progress work to care for collections and make them accessible with the Doulton Described project and Lancers regimental archive at Stoke on Trent representing a significant part of this work.

These projects have involved strong collaboration with partners, users, volunteers, Friends groups and of course staff. The Service supports the aims and objectives of its two parent authorities by:

- delivering a service and projects to engage local communities making them stronger and more aware of their history
- supporting learning and delivering placements to enable people to develop new skills leading to better employment opportunities
- delivering a strong volunteer programme which also supports skills growth but crucially enables many older people to feel happier and more independent.

This report shows how the Archive Service has progressed during the last year and highlights its key achievements. This report also illustrates the power of archives to engage individuals and local communities with archives by attending some of our successful events such as the Staffordshire History Day or volunteering to help preserve archives and open up access.

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

## Performance

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### Joint Archive Service Objectives 2015-2018

The Joint Archive Service works to a three year forward plan and developed a ten year vision in 2015. 2017–18 is the third year of delivery of the plan. The key objectives are focussed on:

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

In order to make progress towards these strategic objectives, the Service works to detailed annual Service Plans with identified outcomes. Final performance against the targets for the 2017/2018 Service Plan was reported to the Joint Archives Committee prior to the end of the financial year.

### **Performance against Local Performance Indicators and Charter Targets**

The Archive Service's overall performance against the customer satisfaction rating has remained high at 99%. It reflects the continuing high standard of customer care shown by front line staff in the Archive Service. The overall useage of the Archive Service decreased by 10% mainly due to dips in visits to Staffordshire resources on the Find My Past website.

This year we saw an overall reduction of 19% in the numbers of personal visitors to the Archive Service. This is a continuation of a national trend and the closure of Lichfield Record Office in December 2017 also accounts for some of the decrease.

The number of original documents consulted decreased by 18% mainly due to the closure of Lichfield Record Office.

Online use of the Service has seen a mixed picture again this year, though overall the trend is upwards. Figures for visits to the main Service website where people can find out about visiting the service were up slightly. Visits to other online resources such as the Minton Archives microsite increased by 34%. Statistics for the use of the Service's online and other resources is provided at Appendix 1.

### **Major Projects: Staffordshire History Centre**

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During 2017-2018 the Service continued the development of the Staffordshire History Centre. The project will see the creation of a new History Centre in Stafford redeveloping the site at Eastgate Street to provide storage for collections from the William Salt Library, Lichfield Record Office and photographic and paper based collections from the County Museum.

During 2017-2018 we have developed and piloted activities at fourteen events throughout the county. We opened the William Salt Library for Heritage Open Day and attracted non users, younger people and their families. The response to all of the piloted activities has been extremely positive and has confirmed our belief that the Activity Plan will attract and engage new audiences:



*'I would take my young family if there were suitable things for my youngest one as well as the older children'*  
 (Family activity and Museum objects, Sandon, 12.08.17)



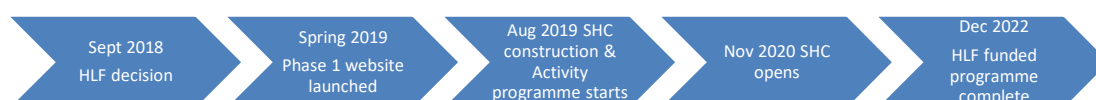
*"I have never been to the Record Office, you always think it's not for you, it's a place for boffins, so I think this whole new thing will be a great idea"* (Heritage open day September 2017)

To develop the SHC project we have worked closely with partners, Friends groups and users in an 'Active Partnership'. From this work we will develop a Staffordshire History Network, a mutually supportive network of groups and local societies with an interest in the history of Staffordshire. We will also establish a Development Trust which will fundraise for the History Centre to sustain and grow activity and engagement beyond the HLF funded period.



- By linking Staffordshire Record Office and the William Salt Library we will create 550 square metres of fully accessible public space at the Staffordshire History Centre. It will include noisy areas, spaces for learning, events and exhibitions whilst retaining quiet study areas for research. The change in types of spaces can be seen overleaf.
- Two new strongrooms will provide storage for 20 years of future collecting. This storage will meet PD5454 standard for archive material, provide document isolation facilities and cool storage for photographic media.

- Building on the pilot activities delivered in 2017 the newly framed activity programme will develop projects to reach migrant and rural communities.
- The service will use existing rural events to promote SHC and engage with new audiences.
- Key collections will be digitised and a new website developed to provide a single portal for the History Centre.
- Collections that have been moved will be prioritised for cataloguing throughout the project particularly the William Salt Library and Lichfield Record Office collections.
- Over four years there will be 17 exhibitions which will begin life at the SHC and then tour a range of venues across the county, our aim is to reach 460,000 people.
- Our project will create learning sessions for schools which will be linked to the exhibitions and engage over 8,000 young people.
- There will be activities for families at the History Centre during school holidays and specific fun days focused around the exhibitions.



We submitted our second stage application in June 2018. Assuming we are successful, our project will start delivering outcomes from 2019 with the new SHC open by 2020. The activity programme will continue until 2022 and then be sustained by a re-shaped service and development trust to fund raise.

We are grateful for the support of the Heritage Lottery Fund and in particular our mentors, Caroline Wilson and Katherine Hann.

**Funding raised by  
The National Lottery**

and awarded by the Heritage Lottery Fund



**LOTTERY FUNDED**



## Archive Service Accreditation

In July 2017 The National Archives (TNA) awarded Staffordshire and Stoke-on-Trent Archives Service Accredited Archive Service status.

In their report TNA commented that the people who use Staffordshire and Stoke-on-Trent Archives Service are getting a great service and historic records are being well looked after. The report also praised the contributions of volunteers.

In November the William Salt Library played host to a Staffordshire History Centre engagement event in November, as a number of key people connected with the Archive Service were invited to discuss plans for the Staffordshire History Centre.

As well as discussing the project and the need to raise £150,000 to match fund HLF's support, the Archive and Heritage Service was presented with the Archive Accreditation Award by Dr Val Johnson, Director of Research and Collections, from the National Archives.



Left, Dr. Val Johnson, The National Archives, and Joanna Terry, Head of Archives and Heritage, Staffordshire County Council.

The Service was incredibly proud to hear that they are within only 3.5% of services to have attained this award. The Archive Service Accreditation Standard "looks at an organisation's ability to develop, care for and provide access to its collections". This is a fundamental standard for the service, and in future we will ensure these standards are maintained by the creation of the proposed Staffordshire History Centre.

## Great War Centennial Commemoration

The Archives and Heritage Service has continued to support the commemorations of the First World War during 2017-18.

The 'J.R.R. Tolkien & Staffordshire 1915-1918: A Literary Landscape' exhibition, also HLF funded, and put together by the county Library Service and David Robbie of the Haywood Society continues to be hugely popular and the tour has been extended to the end of 2018. This exhibition has reached over 200,000 people so far.

Archives and Heritage's Arts Council funded tour of 'War Bride' ran during September 2017 at 6 venues across Staffordshire. Using performance, War Bride aims to engage young people with the feelings associated with being left on the Staffordshire Home Front during World War 1. The project was very successful, with 120 young people participating, and attendances at the performances totalled around 700.

Two further Staffordshire Great War Conferences have taken place: on 21 October 2017 on the theme of 'Uncovering Hidden Stories' in Newcastle-under-Lyme (in partnership with the Heritage Lottery Fund); and on 10 March 2018 on 'Remembrance and Legacy' at

County buildings, Stafford. Both conferences were at capacity with 50 to 60 attendees at each venue.

Archives & Heritage have also been successful in gaining £7,400 from HLF's World War 1 Then and Now fund to digitise the photograph and postcard collection of Jake Whitehouse, the local historian who researched and wrote the definitive book on the Cannock Chase Training Camps, 'A town for Four Winters'.

Finally, Archives and Heritage have been working with Libraries and Arts to deliver the 'Kitchen Goes to War' HLF funded project. Working with a theatre designer, schools and libraries, this is an interactive resource to encourage children and families to learn about and explore what life was like at home during WWI.

Social media activity has been focussed on twitter, where we have 1,772 followers and had 69,196 impressions during 2017-18.

### **Collaboration and support across West Midlands Archive Services**

The Archives and Heritage Service has continued to offer strategic support for Sandwell Community History and Archive Service. The service has also renewed the contract to provide conservation support for Walsall Archives and Local Studies. These contracts bring in additional income for the Service and provide valued support for neighbouring services.

The Commissioner for Culture and Communities and Head of Archives and Heritage continue to play active roles as trustees of Archives West Midlands. The collaborative network has benefitted from a grant from The National Archives to progress work on digital preservation. This regional work will enable the Archive and Heritage Service to take its own work forward.

### **Staffing the Archive Service and Developing Skills**

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The completion of the Minton Conservation Project, funded by the National Manuscript Conservation Trust, meant that the Project Conservator, Jess Hyslop, who had based herself partly at Stoke and partly at Stafford left for a permanent post in Oxford in August 2017.

Rosie Chew left the Service in November after four months working on the Wellcome Trust funded project to enhance catalogues for public health records.

Rachel Lake (Community History Development Officer) and Hazell Thorogood (Project Support Officer) joined the service in May 2017 to work on the HLF funded development phase of the Staffordshire History Centre project. Their contracts ended in June 2018 when the second stage HLF application was submitted.

### ***Training***

Members of the Archive Service staff attended a range of training and development activity throughout the year including:

Privacy training, GDPR, My HR system, Effective Communications, Presenting Essentials Senior Manager Conference, DCDC conference, Contensis content management.

## **Volunteers: Involving people in delivering access to collections and learning new skills**

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

Our volunteers work in groups with projects on specific days. On Tuesdays morning we are coming towards the end of indexing a series of magistrate's records. Volunteers are moving over to help catalogue an important collection of 'Rights of Ways' plans; on Tuesday afternoon the main focus remains the cataloguing of the Quarter Sessions rolls.

Our place-name project in conjunction with Nottingham University continues. The University has developed a new and innovative system to help our volunteers upload data directly through an online portal, this has proved to be a great success. We have completed the research of archives for the wider County Council's 'Chase Through Time' looking at the history of Cannock Chase. To replace this project we have begun a research project in conjunction the Victoria County History for Staffordshire looking at a series of parishes in the east of the county in and around Uttoxeter with Dr Andrew Sargent

### **The Preservation volunteer group**

The group completed working on records of locomotives built and supplied by Bagnalls engine builders of Stafford. The work involved rehousing photographs and other items onto new pages which were then bound. Nine volumes were completed this year making a total of twenty one. The volunteers are now completing the work of repackaging and housing the Electoral registers for the County, with twenty two having been done this year.



The *Staffordshire Paupers* project with Prof. Alannah Tomkins of Keele University continues. It was the pilot project for a successful AHRC bid to extend the project to Sussex and Cumbria and we have supported those record offices to offer advice on how the deliver that type of volunteer engagement with academic involvement.

### ***At Lichfield Record Office***

Lichfield Record Office closed at the end of December 2017 but the volunteers will continue working on their projects until May 2018. The volunteers Christmas party was an opportunity to thank them for their fantastic contribution over many years and invite them



to continue volunteering for the service either at Stafford or to wait to hear about the new volunteering opportunities that will arise out of the Staffordshire History Centre Project.

- **Wills Indexing Project**

This year saw the major addition of 10 more years of wills to the Staffordshire Name Indexes website, 1620-1629 and the volunteers are continuing to working on 1780-90 and 1610-20.

- **Marriage Bonds and Allegations Project**

The volunteers have sorted the documents for 1847-1875 and have indexed a further 7 years. At almost 1000 bonds per year this is impressive progress for the small team. In due course these will be added to the name indexes website.

- **WW1 projects**

Other volunteers at Lichfield Record Office have completed their work of WW1 indexing projects: the discharged soldiers register, and soldiers reports for Burton Hospitals; and the register of cases for Burton upon Trent Military Tribunal. These indexes will be added to The Staffordshire Name Indexes website and the first to go live is the Burton Arrivals Index, 1915-1919, which lists all newcomers to Burton in this period.

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

Stoke has two well established groups of volunteers working on specific archives. Former members of the 16<sup>th</sup>/5<sup>th</sup> Lancers Regiment have almost completed working through the archive listing and highlighting significant items within a structure and under guidance created by the Archive Service's archivists. The group of former employees of Michelin Stoke has continued to grow in number and is indexing the company's magazines and contributing content to the website [archives.michelin.co.uk](http://archives.michelin.co.uk) that showcases contents of this important social and industrial archive.

Individual volunteers continue to work on: the papers of Geoffrey Godden, the papers of H&R Johnson; indexing the Stoke Poor Law Guardian minute books; cataloguing, identifying and uploading onto [www.staffordshirepasttrack.org.uk](http://www.staffordshirepasttrack.org.uk) photographs from the Bentley photographic collection; indexing Second World War soldiers named in the Sentinel; organising and integrating map resources received from Newcastle Library; the diaries of Sir Francis Joseph, industrialist and politician

### **Placements**

There were three school placements at Stafford during this period and several university students joined us for shorter periods on various projects to gain experience to go on to other courses.

We also provided four week placements to two trainee conservators studying under the Archives and Records Association training scheme.

Stoke Archives was unable to offer any student placements in 2017/18, due to the demands of the Doulton Described Project and lack of time for supervision.

## Consultation

In May 2017 our consultants Headland Design held workshops and surveyed our volunteers to see what they wanted to see included in the Stage 2 HLF bid for the Staffordshire History Centre (SHC).



We asked:

- What would improve your volunteer experience?
- What is important to you in terms of building design?
- What type of training would you like to see for volunteers?
- Why do you volunteer?
- What would you like to do in the future?

The feedback from these workshops was used to inform the activity plan, volunteers and volunteering opportunities will play an integral part to the eventual success of the new SHC.

## *At the County Museum Service*

This year the Museum Service volunteers has been focussed on the collections move from Shugborough to our new outstore at Beacon Business Park, Stafford. They have been condition checking, packing and labelling objects prior to removal, and updating location codes on CALM once the objects are in their new home. Others have been making calico covers for hanging costume items. The volunteers have continued to help with cataloguing new accessions, and have also added over 1,300 new resources to the Staffordshire Past Track website.

## **Public Services: Involving people in service delivery**

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### **Improving Onsite Services**

This year we delivered 55 one to one support sessions for Ancestry.com in Stoke on Trent Community Libraries. In addition an experienced volunteer from our Family History Club has continued to offer one to one family history support sessions at Staffordshire Record Office, which are much appreciated by service users.

The Family History Club continued to meet with an active programme of talks. We welcome new members.

We also continued our exhibits of interesting documents at Staffordshire and Lichfield Record Offices.

## **Improving Online Services**

### ***Digitisation Projects***

We have continued to work with the Friends of the Staffordshire and Stoke on Trent Archive Service (FoSSA) as they fundraise to enable the digitisation of the Staffordshire Tithe Maps, and their viewing on computers at libraries and record offices in the county and the city. Fundraising currently stands at more than £15,000 out of the estimated £18,000 required to deliver the project.

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

During the year we have added one new index and extended another, of use to local and family historians alike. In addition, significant progress has been made by our volunteers on new indexes for presentation in 2018/2019. We are grateful to the volunteer groups at all of our service points, without which this helpful website would not be possible.

An index demonstrating the impact of the Great War in Staffordshire is an index to the Burton Arrivals book, 1916-1918. In order to ensure that the Government could keep an accurate overview of manpower availability in a period of mass conscription, people moving from one local authority area to another were required to submit a registration form to their new local authority, which then compiled a register of transfers. Recording of occupations was a key requirement, and this shows significant numbers of migrant workers from Norfolk and Suffolk undertaking seasonal work in the brewing industry. The index to the wills proved in both the Consistory Court of Lichfield and the courts of the various peculiar jurisdictions has been extended again, by ten years at the beginning of the period, so that it now covers 1620-1780.

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

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

Major additions to the online catalogue include Aqualate Hall, Forton, estate papers; the final sections of the papers of the Earls of Dartmouth; additions to the Lichfield Diocesan collections; a large number of smaller collections held at Lichfield Record Office.

In addition, 703 "name authority records" (mini-biographies), mainly for nationally and locally significant people, and for authors on local history, were added to the catalogue. All of this work is crucial in opening up information about collections held by the Archive Service, and we are grateful to those volunteers who continue to assist us in these tasks.

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

For many researchers our website, forming part of the County Council's website, is their first contact with the Archive Service. The site is highly-rated, receiving the highest possible 4-star rating from SOCITM (Society of Information Technology Management) in their annual audit.

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

Overall visits to the Archive Service website have increased by 1.6% to 67,073, whilst visits to the online catalogue, Gateway to the Past have declined marginally by 0.2% to 128,203. Visits to the rest of our online resources, including websites such as the Staffordshire Name Indexes and online exhibitions, increased again by 34.2% to 49,424. Again, this is accounted for entirely by visits to the Minton Archive microsite.

## **Social media**

During the last year we have continued to use social media to promote our collections to remote users and as well as visitors to the Service. A wide variety of staff contribute to our social media output, covering a range of subjects, including newly-available collections, conservation, events, etc. Use of social media by the Service has grown and as a result there are further increases in Facebook likes, up by 19%, and Twitter followers, up by 21%. Statistics for social media are in Appendix 1 at the end of the report.

## **Personal Use of the Archive Service**

This year we saw an overall reduction of 19% in the numbers of personal visitors to the Archive Service. This is a very significant continuation of the nationwide trend that has been experienced over the past ten years or so, as users continue to prefer to access material online.

The number of original documents consulted decreased by 18%. A significant proportion of this change was accounted for by the closure of Lichfield Record Office at the end of December, and the subsequent unavailability of the Lichfield collections for the remainder of the financial year.

## **Consulting Users and Partners**

In the absence of the Public Services Quality Group Survey this year, we undertook our own internal survey to measure customer satisfaction in January 2018, with a simpler scoring system. This resulted in a satisfaction rate of 99% (very good and good) for our service overall, based on returns from 154 people surveyed during a period of three weeks across the Archive Service.

For the 15 categories of service provision and delivery surveyed, the scores for ratings of very good and good were as follows:

Information available online : 95%  
Ease of finding Record Office: 93%  
Opening hours: 85%  
Physical access: 94%  
Visitor facilities: 62%  
Quality of catalogues, indexes etc.: 94%  
Quality and usability of online catalogue: 88%  
Waiting time for production of original documents: 100%

Microform facilities: 98%  
Copying services: 98%  
On-site IT facilities: 97%  
On-site IT speed: 92%  
Availability of staff: 100%  
Friendliness and helpfulness of staff: 100%  
Quality of staff advice: 99%

Across the service overall, as usual, there were minor fluctuations in scores both up and down. The one area where there was a significant fall in satisfaction was regarding visitor facilities, despite facilities not changing during the course of the year. This is a perennial issue with our customers.

We use the detailed comments in this survey to identify areas for service improvement. They will also inform the planning for public services in any new Staffordshire History Centre, where a larger more comfortable rest area with more seating and facilities is clearly a priority.

One thing which remains at consistently high levels is the appreciation of our public service staff across the service, with friendly, helpful, efficient, professional, knowledgeable and patient among the most frequently used words.

During the course of the year partners and stakeholders have continued to be involved in planning for the Staffordshire History Centre Project, which is dealt with elsewhere in this report.

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

During the year the Service received 121 compliments or comments and 2 complaints. The first complaint concerned use of the disabled parking spaces on the members' car park at Staffordshire Record Office. This issue was resolved through discussion with the council staff who operate the barrier to the car park. The second complaint concerned the cancellation and refund policy for service events. This issue was resolved and a refund issued due to extenuating circumstances.

The compliments tend to refer to the helpfulness of staff and examples include:

*Now that I have returned to the US from my UK research trip, and discharged my professional duties for the term, I have the time to write to thank the various archivists who helped me on that trip. I am particularly grateful to you and the staff of the Staffordshire Record Office for booking me in at short notice, having all of my materials ready to examine, and assisting me in every conceivable way on my visit on 12 March. Yours was the 5th of 16 record offices I visited on my trip and was among the most efficient and friendly (in a group well characterized by both).*

On receiving the Archives Accreditation Award a user at Stoke on Trent City Archives emailed to say:

*Congratulations for your award from the National Archives. It's well deserved as you and your staff are the best.*

On the research service a customer stated:

*I am writing to say how impressed I am with the service supplied. The researcher, Joanne Peck, managed to search a large number of documents in one hour's work, as prioritised by an archivist. She set out her very useful results in a clear, comprehensive and helpful way. Additional copies that I requested were also sent quickly*

## **Delivering access to a range of Learning, Recreational and Cultural activities for Staffordshire's people and communities**

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### **Events and Exhibitions**

During the year we held a study day in partnership with the Victoria County History and also one with Nottingham University. In May 2017 we held our *Staffordshire History Day* in partnership with Birmingham and Keele Universities. The Staffordshire Appeals Exhibition came to an end in Jan 2018. In total it had been to 16 venues and 134,742 people had the opportunity to see the exhibition

Throughout the year we held a series of events which doubled up as public consultations for the SHC project, these took place at:

- Sandon Village Fete
- Whittington Countryside Fair
- Mayfield Vintage Tractor and Cider Festival
- Perton Village Show and Library History Day
- NS&CTEC, October Steam Party
- Tittensor Autumn Fair
- Christmas Craft Fair at the Ancient High House
- Colton Village Christmas Fayre
- St Mary's Primary School, Christmas Fair
- Northfield's Village Centre



### **Collections Management and Development**

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#### **Accessions and Cataloguing**

A full list of the Annual Accessions for the calendar year 2017 is available on the Archive Service website. As usual many accessions have come in from a wide range of sources, while we continue to look out for under-represented types of collections, aiming to reflect the County and City in all aspects of its life and people.

This year 123 separate accessions were received from private and external official sources, and we also received 10 accessions from within the County Council. In addition to the number of accessions received, we counted an additional 36 contacts from or to members of the public and local organisations holding records but where, as yet, no records have been deposited, or where people have been referred to different repositories.

Taken together with the number of accessions received, this amounts to a total of 159 approaches or contacts concerning collections for the year, from external sources, roughly in line with previous recent years. This figure is down from previous years.

The total volume of all collections was 4.39 cubic metres or about 145 boxes. We have continued to put as much resource into cataloguing as possible because, without it, the public cannot access the collections in our care. In this last year cataloguing has been lower than we have wanted, mainly because of the additional work involved in the relocation of Lichfield Record Office. Because larger accessions tend to be put aside, only 23.27% of accessions by volume were fully catalogued during the last year, excluding County Council accessions, although the figure is much higher in terms of number of accessions. But all uncatalogued collections have a basic summary available in our online catalogue, as standard practice, so that the public can be made aware of them and ask for further information.

Additionally, the overall figures for the proportion of archives with either a full or partial finding aid online increased last year, due to the work carried out on plus the inputting of old paper lists and referencing uncatalogued material for the former Burton and Lichfield collections.

### **Staffordshire Record Office accessions**

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life. During this year any new accessions received at Lichfield Record Office before its closure were also accessioned at Staffordshire Record Office.

As happens often, we have had a large contribution from local organisations: Staffordshire Federation of Women's Institutes (D7553), Longdon British Legion (7569); Black Country Society, consisting of local history artwork (D7581); Friends of the Lichfield Garrick Theatre & Studio (7585); Pipe Green Trust, Lichfield (D7599); Wetton History Group consisting of documents from local schools (D7582), and Butterton History Group, consisting of an early overseers' account book for Grindon (7614). We also received records from the Landor Charity of Rugeley, c.1812-1936 (D7595).

We also had minutes from two County branches of national unions – the Staffordshire Branches of the National Union of Teachers (D7616) and of the National Farmers' Union (D7617), the latter also containing local records and memorabilia for the northern part of the county, 1950s-1970s. Continuing the rural theme, we were pleased to receive records from the county's former Agricultural Advisory Service, consisting of photographs and a brochure from a training event on sheep farming in 1960 (7572).

Restorations of historic buildings are featured in two collections, relating to Okeover Hall (7583) and Ingestre Church (7574). Businesses feature in an order book for sandal manufacturer Bowen's of Stafford (7605), and a series of letters between a valued customer and Joules wine merchants (7577).

We also received two wartime items: a scrapbook of the 6<sup>th</sup> Battalion South Staffordshire Regiment which served in WWI, featuring photographs and maps from the Front (7576), and an album compiled by a woman munitions worker at Royal Ordnance Factory Swynnerton in WWII (7594).

The two oldest documents are both 17<sup>th</sup> century deeds, one is a grant of tithes in Ipstones in 1665 (7554), and the other a lease of Hanbury Park in 1694 (7607). Other early documents include 18<sup>th</sup> century letter registers of diplomat Lord Torrington, connected by marriage to the Earls of Bradford (D1287/2017), and commissions of Ralph Congreve as Lieutenant Governor to the Garrison of Gibraltar 1711-1715 (7559), the latter being sent to us from America.

On the matter of documents sent from a distance, also worth applauding is the effort of a kind lady from Bristol who organised the posting of a large school photograph that had belonged to her father, a pupil at Burton Grammar School. She at first intended to send it with its glass, then took the trouble to get it removed from its original frame (7571). We are constantly impressed by the effort people go to, to reunite documents into their home county, and wish to thank again all our donors and depositors, from the county and far beyond.

Perhaps the most unusual collection this year was a series of albums kept by a girl in Wheaton Aston (7578). Much more than just a series of journals, they contain a huge amount of memorabilia from a teenage life in Staffordshire in the 1980s, featuring various trips and activities, sports, family holidays, first jobs, youth work. Their uniqueness makes this collection stand out.

### **Staffordshire County Council accessions**

As well as seven routine accessions of County Council records we have taken in three important additional accessions. Firstly our colleagues at the Information Governance Unit discovered an admission register for Burton Girls Home, 1937-1944 (C/W/20). The home acted as a short-stay refuge. The girls and young women came to or were taken to the home for a variety of reasons. Some are pregnant and without support, others are described as out of control or had been arrested by the Police for petty crime, and there are cases of neglect and cruelty. Some came from the local area but many were from outside the county. The register provides an insight into the unhappier side of the Home Front during the WW2.

The largest of the accession was 18 boxes of the original parish rights of way survey files from the 1950s (C/P/138). These contain information collected from parishes in preparation for completion of the first Survey of Rights of Way under the National Parks and Access to the Countryside Act, 1949. The surveys were conducted by local people across the county and were the basis for the current Rights of Way map for Staffordshire. There is one file for every civil parish in the County.

Finally on its closure the staff at the Shire Hall Gallery deposited a sample of their files (C/LA/43) There are papers documenting the conversion of the building to a gallery and files relating to exhibitions and arts projects supported by the SHG team throughout the County. The exhibition files selected for permanent retention relate of Staffordshire artists and provide a snapshot of the artistic and craft community in Staffordshire in the late 20<sup>th</sup> and early 21<sup>st</sup> century.



## Stoke on Trent City Archives

Local clubs and societies have been well represented this year with the donation of the records of the E.T.B. Radford Collectors Club dating between 1999-2014 (SD 1773) and the newsletters of the Pot Lid Circle Collectors Club dating between 1965-2016 (SD 1775), with both collections recording the work and running of these clubs aimed at celebrating the life and work of local potters. Furthermore, the Records of the Inner Wheel Club, Stoke-on-Trent South, 1972-2017 (SD 1785) give an insight into the social activities and charitable work of local women.

In August a collection of audio tapes, scrapbooks, correspondence, and photographs belonging to the late John Abberley, local journalist and broadcaster, joined our holdings (SD 1783). Covering the period between the 1940s and 2010, this collection covers Abberley's career from journalist for the Evening Sentinel to founding member of BBC Radio Stoke in 1968, and then writer for the Way We Were publication in The Sentinel.

We also received an autograph book full of messages, artwork and poems acquired at the North Staffs Infirmary (SD 1807). Several of the works are signed by soldiers, who sometimes give their regiment, and are dated from 1916 to 1944. Many of the contributions show a sense of humour and give a snapshot into the lives of the men who fought in the war and ordinary people who found themselves caught up in international conflict.

Adding to the written and aural memory of the Pottery Industry and preserved by Stoke-on-Trent City Archives, are the research papers of Muriel Miller regarding the Grimwade Brothers, Royal Winton Pottery c.1888-1999, who introduced more than 60 Chintz patterns and became the leading producer of this style of decoration (SD 1759), Bill Brown's 1980s research file on the pottery manufacturer Bowers between 1843 and 1890 (SD 1810), and recordings of Alfred Clough's lectures and chats with Terry Woolliscroft about bottle ovens and the pottery industry (SD 1799). Recorded between 1978 and 1980, Clough recalls his success in the pottery industry and The Last Bottle Oven Firing, organised by Gladstone Pottery Museum, in 1978. We have also received a photograph album containing photographs of Doulton Lambeth employees, which was presented to Henry Chapman on the 50th Anniversary of his employment with the company, dating from 1849 to 1901 (SD 1809) and a set of Royal Grafton China Pattern Books c.1906-1966 illustrating a variety of transfer patterns, backstamps, badges and crests (SD 1784).

Also joining our holdings is a copy of William Pitt's History of Staffordshire annotated by master potter Enoch Wood, 1817 (SD 1776). Most of Wood's annotations are his corrections made to the chapters on 'The Staffordshire Potteries' and 'A Brief Account of the Rise and Progress of the Staffordshire Potteries.'

## Cataloguing Progress

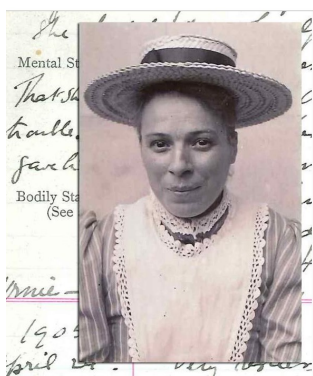
### External funding for major projects widens access to collections

The service continues to attract grant funding for major projects that we would not otherwise have the capacity to deliver. All major cataloguing projects have an outreach element and our success in engaging with a wide range of audiences is a factor in our success in attracting funding. Major projects in progress or beginning next year include:

## Staffordshire Record Office

### Wellcome Trust grant funding for professional cataloguing, 2018-2020

Following our success with a small Wellcome Trust grant last year, in January we were delighted that the Trust accepted our application for a substantial Research Resources Award. The sum of £167,519 will allow us to deliver, 'A Case for the Ordinary: The Patient Experience of Mental Health Care in Staffordshire, 1818-1960' over a period of 25 months. £135,000 will fund an archivist and assistant to catalogue patient case records and £32,000 will support a range of outreach activities. The project will begin in late 2018 to coincide with the anniversary of the NHS and the 200<sup>th</sup> anniversary of the opening of St George's Hospital in Stafford.

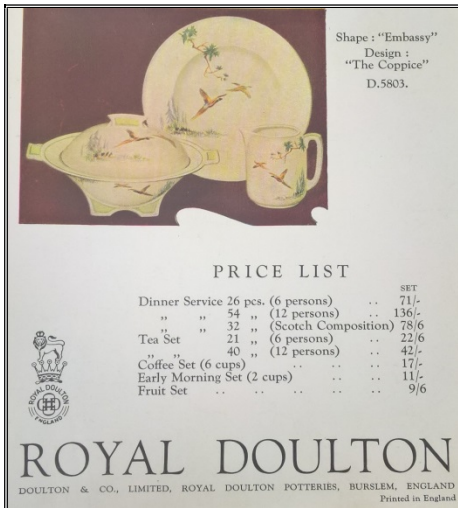


We have also applied for a grant from 'Archives Revealed' (a grant scheme run jointly by the National Archives and the Pilgrim Trust) to catalogue the Lichfield Consistory Court papers, a significant collection formally held at Lichfield Record Office.

## Stoke on Trent City Archives

### Doulton Described Project funded by the National Cataloguing Grant Fund, 2017-2018

As you may recall from our Annual Report for 2015, the Minton Archive (which includes the Archive of Royal Doulton plc and other companies taken over by Royal Doulton) was purchased by the Art Fund (with substantial support from the Pilgrim Trust and others) and presented to the City of Stoke-on-Trent in March 2015. With the Minton Archive being made accessible, the next step was to prepare the Archive of Royal Doulton plc ready to be consulted. This was a huge undertaking, as not only does this collection comprise in excess of 400 boxes and 200 parcels, but unlike the Minton Archive, it was also uncatalogued. We needed to obtain funding to undertake this work and thankfully we have been successful in obtaining funding from the National Archive's National Cataloguing Grant Fund.



Archivist Louise Ferriday commenced work on the archive (supported by the team) in April 2017 and this work is due to be concluded in the Autumn of this year.

When the collection is catalogued Service Users will be able to look at everything from the surviving production records (including pattern and figure books) to Sir Henry Doulton's early revolutionary patents for drain pipes, his rousing speeches to his workforce and a wealth of advertising material.

*Royal Doulton Publicity Proofs Book, 1925-1950*  
*Collection Finding Number: SD 1705*  
*Temporary Ref: B61/2*

## Staffordshire Record Office

### Historic Flood and Drought Project with Liverpool University, 2016-2018

Our joint project with Liverpool University on historic flooding and drought funded by the Archives and Humanities Research Council continues. An ever growing volunteer group is ransacking diaries, mill leases, accounts and letters under the guidance of two PhD students, Alice and Helen. The results of their research will add to the catalogue, allowing other researchers to benefit from their work. The project draws to a close next year.

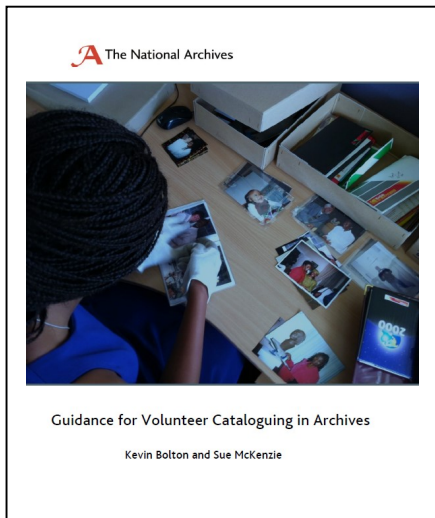
ALICE, DROUGHT, FLOODING, HELEN, PROJECT UPDATES, VOLUNTEER PROJECT

### Historic Flood and Drought Study Day February 2018

February 12, 2018  
floodanddrought

We were full to capacity at the Staffordshire Record Office on the 10th February for our study day. Dr Neil Macdonald started off the day with an overview of the importance of research into historic weather extremes. Neil is Alice and Helen's main supervisor at the University of Liverpool. More about his research can be... [Continue reading](#)

## Volunteers and tackling the backlog Archive Service recognized for best practice



This year both Stoke on Trent City Archives and Staffordshire Record Office have been recognised for innovative ways of working in this field by our sector lead, The National Archives. The Michelin and Lancers projects from Stoke and the Quarter Sessions Rolls project at Stafford featured as examples of best practice in The National Archives' publication 'Guidance for Volunteer Cataloguing in Archives'. The document highlights projects that involve knowledgeable volunteers, trained and guided by professional staff, and that produce high quality outcomes.

Stoke-on-Trent City Archives has in the past year benefitted from the work of 27 volunteers, some working on individual projects but the majority working in two groups, each connected to a particular archive. These groups, former Michelin employees working on the company's archive and former 16<sup>th</sup>/5<sup>th</sup> Lancers working on the regimental archive have allowed the Service to make much faster progress in making these major collections available than would have been possible from our resources alone. A mode of working has been established in the Lancers' collection, that has proved very effective. This entails the Service's professional staff carry out an initial cataloguing exercise paying careful attention to structure and getting the nature of the document correct, but leaving for the volunteers to provide more detail, more itemised description and more contextual information deriving from their expertise.

Similarly at Stafford the volunteers working on cataloguing projects have continued to open up access to the records of our courts (a further 1308 catalogue entries for depositions and Latin indictments have been added this year). The project is now back to the 1640s. We continue to benefit from the Latin expertise of Jim Sutton, who will be presenting a paper to the North Staffordshire Historians on the criminal and civil indictments in the Quarter Sessions rolls. Other volunteers continue to work on the Bradford Collection as reported in previous years. Both these projects have featured in last year's report so our example this year focuses on:

### **16th/5th The Queen's Royal Lancers Archive Collection (The Royal Lancers Trust) (SD 1734)**

Work at Stoke-on-Trent City Archives has continued on the archive of the 16th/5th The Queen's Royal Lancers and its predecessor bodies. Following the previous year's reception event to celebrate the deposit of the archive and thanks to the efforts of the volunteers, the collection has almost doubled in size with new donations coming in from former Lancers and their families. These comprise correspondence, photographs, artwork, diaries, and miscellanea (SD 1734, 1763-1770, 1774, 1786-1796, 1800-1803) and give further insight into the personal lives and military careers of those in the regiment. A

particularly fascinating donation is an American Revolutionary War Nominal Roll detailing the return of the killed, wounded, and prisoners of the British Army in 1777 (SD 1774).

Over the past year these donations have been catalogued and made available for the Lancer volunteers to enhance, with the catalogue now containing over 1500 entries.

The volunteers have been hard at work on the second stage of the cataloguing process, having now enhanced nearly all of the catalogue entries for the collection with their detailed knowledge of the history of the regiments. They will then begin a name indexing project to be made available through the Staffordshire Name Index. Archivist Nicola Wood is continuing work with the volunteers and the collection will be open to the public from late summer of 2018.

### **Kinver Edge Committee Volunteers**

The Lancers and Michelin projects at Stoke involved former employees in cataloguing. Learning from this at Stafford we have trialed an innovative project to train depositors to provide more information about their own collections prior to deposit. The Kinver Edge Committee (which from 1917 managed the Kinver Rock Houses) contacted us to ask for guidance about sorting and cataloguing their collection. With training and continuing guidance from professional staff over the past 2 years, they have sorted, weeded, arranged and catalogued 140 files of correspondence, plans, minutes and reports. We have already imported their catalogue spreadsheet into the online catalogue. They will formally hand over the collection, ready catalogued on 9 July this year. Although this was time-consuming work for staff we hope to be able to build a model from this that we can take forward at different levels with depositors, depending on their experience, interest and willingness.



Kinver  
cataloguing  
group at the  
Rock Houses

### **Managing change: widening online access to the Lichfield Record Office Collections**

Managing change has been the key driver of our cataloguing work this year. The work of archivists has been redirected to making information about our collections accessible online in preparation for the closure of Lichfield Record Office. We are delighted to report that all the Lichfield Record Office paper catalogues have been input to Gateway to the Past after a tremendous effort by archive assistants and volunteers under the direction of the archivists. In addition a very basic title and date-range description now appears on the catalogue database for all uncatalogued Lichfield collections. Adding information about the content of these collections and making the descriptions live on Gateway to the Past will

be a priority for 2018/19. As well as contributing to collections access, this work also makes our staff more knowledgeable and better able to advise our users at a period of great change for the Service with the closure of Lichfield Record office and the transfer of the collections to Stafford.

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

The County Archive Service is responsible for the day-to-day management of the County Council's deeds of property and associated legal documents, as well as the formal archives of the County Council. This service includes: the accessioning, cataloguing and indexing of deeds of new properties and other legal documents; the identification and retrieval of deeds and other records for officers in the County Council for day-to-day business activity; and provision for the ongoing security of the County Council's legal documents. This year has seen a big increase in requests for deeds.

Figures for the previous year, 2016/2017, are given in brackets.

Number of deed packets retrieved and issued 1,042 (638)

Number of new deed packets accessioned and indexed 501 (361)

Volumes of SCC committee minutes catalogued 24 (18)

Sets of School Governors' minutes catalogued 0 (297)

### **Preservation and Conservation**

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The Conservation Section completed a very productive and varied programme of conservation work for the year.

Some notable pieces of work this year are:

#### **Minton Collection Conservation Project**

The project ended in August with all targets completed. Over one thousand leaves were cleaned and repaired and thirteen volumes were conserved.

The conservation facility at Stoke City Archives remains as a legacy of the project and will be used for future conservation initiatives and projects.

We are delighted that Jess Hyslop the project conservator has obtained a full time post of Conservator at the Oxford Colleges Conservation Consortium.



#### **Stoke on Trent City Archives Conservation Programme**

A notable piece of work was the conservation of the 16<sup>th</sup> Lancers Hunting Journal that carries records of expeditions in Africa and India. The conservation project gained a lot of interest through our Facebook posts.

## Lichfield Record Office



Conservator Cara Hughes made a film of her conservation work on the will of Alice Perkyngs, dated 1538. The film, with images of before during and after treatment shows how the fragile sheets of paper had been sewn together end to end like a scroll. Cara dismantled the structure, repaired the sheets and resewed it before storage on a specially made support. The film has had many views on U-Tube and has also been used as a training video. The conservation of this document was sponsored by the Towne Family from America who are descendants of Alice.

<https://www.facebook.com/StaffordshireArchivesandHeritage/videos/1430118080357398/>

Another interesting piece from Lichfield was the conservation of a faculty for St Mary's Church Stafford, designs for the lectern were drawn on fragile paper which had disintegrated into numerous pieces, this was indeed a challenging jigsaw puzzle! After its relocation to Stafford conservation work will continue into the future on the Lichfield collection to support its use by our readers.

## Shropshire Archives

Two medieval books were bound for Shropshire Archives by the Senior Conservator. The volumes were fine and rare examples of early book structures, requiring specialist knowledge to give the best treatment; the project gained some useful income for the Service.

## Exhibitions

For County Buildings; "At the Coalface " and "A Year in Review"

For Staffordshire Record Office Reading Room; "Fragments from France 1918"

A selection of facsimile letters, news cuttings, documents and pamphlets was made for "The Kitchen Goes to War" exhibition mounted by the Library Service.

## Conservation statistics

Paper leaves treated	1082
Parchment membranes repaired	62
Maps and Plans repaired and bound	18
Volumes Bound	19
Items mounted for Exhibition	108
Items encapsulated and laminated	83
Miscellaneous items treated	39
Seals	9

## Developing skills in the Conservation field

In July 2017 Tracey Wilcockson from York University Archives, had four weeks training in parchment conservation, in October 2017 Jane McTarling from Berkshire Record Office had four weeks training in paper conservation, both under the ARA Conservation Training Scheme.

Continuing support and training was given to Conservator Jess Hyslop for her work on the Minton Collection Conservation Project at Stoke City Archives

### **Conservation Support to Walsall Local History Centre**

The conservation team continues to provide conservation support in the form of two days per week by Conservator Cara Hughes.

### **Conservation Support to Sandwell Archives**

The Senior Conservator has contributed advice on various aspects of the application for Archive Accreditation.

## **Conclusion**

The whole service has made considerable progress on delivering the vision and Forward Plan 2015-2018. The Staffordshire History Centre project is a major development for the service and if it succeeds in securing funding in the autumn it will enable a transformation in how archive and heritage collections are used, stored, displayed and engaged with.

The closure of Lichfield Record Office was a sad event for the staff and users. On the final day many users visited to pass on messages of goodwill and thanks to the staff. The work of volunteers at Lichfield was marked with a special thank you lunch. The move of the collections to Stafford and all of the associated work on the catalogues was a huge undertaking and a great success.

Stoke on Trent City Archives continued to make considerable progress in cataloguing collections.

Across the whole service volunteers have worked enthusiastically alongside staff.

The award of Archive Accreditation for the service was a real achievement and to quote from the report of the panel about the stage 2 HLF application:

*Whatever the outcome, this is a hard-working service, deserving of success.*

**Joanna Terry**  
**Head of Archives & Heritage, June 2018**

## **Appendices**

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1. Public service statistics, local performance indicators and charter targets, 2017/2018
2. Statistics for use of online resources, 2017-2018
3. Acknowledgements



**Part 1**  
**Public Service Statistics – Financial Year 2017 /2018 (2016/2017 in brackets)**

	STAFFORD	LICHFIELD	STOKE	BURTON	TOTAL
<b>PERSONAL USE OF ARCHIVE SERVICE</b>					
Total number of individual visits	3,804 (4,981)	1,354 (1,586)	2,331 (2,691)	143 (253)	7,632 (9,438)
Total number of new registrations and renewed registrations	544 (601) 145 (148)	108 (205) 58 (86)	102 (100) 83 (74)	N/A N/A	754 (906) 286 (308)
Total number of documents produced	10,979 (12,136)	2,172 (3,039)	680 (1,675)	N/A	13,831 (16,809)
Total number of Ordnance Survey maps produced for consultation	1,075 (1,465)	Not applicable	314 (375)	5 (18)	1,394 (1,848)
Total number of local studies items produced for consultation	Not applicable	353 (263)	1,303 (1,572)	119 (113)	1,775 (1,685)
Total number of microfilms/ fiches/CDRoms consulted	2,646 (3,940)	433 (491)	3,156 (5,443)	299 (507)	6,534 (10,381)

**DISTANCE USE OF ARCHIVE SERVICE**

Total number of email/postal enquiries	2,003 (2,005)	593 (930)	872 (754)	N/A	3,289 (3,758)
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Total number of telephone enquiries	1,652 (2,087)	720 (897)	1,025 (1,147)	Not recorded	3,397 (4,131)
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**REPROGRAPHICS SERVICES**

Total number of photocopies/microprints supplied and total number of orders (including scanning)	1,055 (1,275)	967 (2,032)	178 (176)	N/A	2,200 (3,483)
	263 (293)	126 (207)	44 (59)	N/A	433 (559)

Total number of photographic orders	80 (87)	N/A	N/A	N/A	80 (87)
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Total number of annual photographic permits issued	10 (12)	1 (5)	2 (3)	N/A	13 (20)
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Total number of daily photographic permits issued	236 (280)	73 (85)	43 (41)	N/A	352 (406)
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Total number of self-service microprints	285 (455)	36 (96)	1,024 (N/A)	N/A	317 (551)
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**RESEARCH SERVICES**

Total hours of research for the public and	145.75 (100)	10.25 (16.5)	30.5 (18)	N/A	186.5 (134.5)
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total number of orders	209 (191)	9 (28)	20 (18)	N/A	238 (237)
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## ONLINE USE OF ARCHIVE SERVICE

Total number of webpage visitor sessions	Not applicable	Not applicable	Not applicable	N/A	67,073 (65,996)
Total number of visitor sessions to online catalogue	Not applicable	Not applicable	Not applicable	N/A	128,203 (128,411)
Total number of visitor sessions on Staffordshire Name Indexes website	Not applicable	Not applicable	Not applicable	N/A	17,077 (17,521)

## OUTREACH ACTIVITY

Total number of attendees at Archive Service events	Not applicable	Not applicable	Not applicable	N/A	1,563 (3,436)
Total number of volunteer hours				N/A	8,571 (8,637)

## Find My Past

Number of users who viewed a Staffordshire record					100,878 (98,306)
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## Social media

Facebook likes					1,427 (1,200)
Facebook reach					141,075 (131,700)
Facebook engagements					13,230 (11,265)
Twitter followers					2,094 (1,727)
Twitter impressions					477,700 (630,600)

**Part 2**  
**Performance Monitoring against Charter Targets– Financial Year 2017/2018 (2016/2017 in brackets)**

		<b>STAFFORD</b>	<b>LICHFIELD</b>	<b>STOKE</b>	<b>BURTON</b>
Postal / email enquiries (simple)	Reply within 5 working days	100% (100%)	100% (98%)	96% (97%)	N/A
Postal / email enquiries (complex)	Reply within 20 working days	100% (100%)	100% (100%)	100% (100%)	N/A
Photocopy orders	Reply within 8 working days at Stafford, Lichfield Reply within 6 working days at Stoke	100% (100%)	88% (93%)	100% (100%)	N/A
Document production	Within 20 minutes	97% (99%)	96% (96%)	100% (100%)	N/A
Accession receipts	Sent out within 12 days	78% (97%)	100% (92%)	100% (100%)	N/A

### Part 3

#### Archive Service Local Performance Indicators 2017/2018

Local performance indicator	Outturn 2016/2017	Target 2017/2018	Outturn 2017/2018
<b>Use of Archive Service</b>			
1. Usages of the Archive Service - Personal visits - Online visits - Email, postal and telephone enquiries and orders	1,114,050	982,000	981,931
<b>Engagement with the Archive Service</b>			
2. Attendances at - Events and celebrations - Talks by our staff - Educational and community group visits to our offices	3,480	2,500	1,563
3. Number of volunteer hours	8,637	8,000	8,571
<b>Customer satisfaction</b>			
4. Percentage of users expressing satisfaction with overall services and facilities (= very good/good survey marks)	98%	98%	99%
<b>Collecting activity</b>			
5. New archival collections and unconcluded negotiations with donors or depositors	205	180	159

## Acknowledgements

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Without the support, dedication and sheer hard work of our staff and volunteers the Archive Service could not deliver such a wide range of work all towards the aim of bringing archives to the widest audience possible. The support from members of the Joint Archive Committee is also very much appreciated. I would like to thank everyone for their contribution in 2017-2018.

### Staff

Staffordshire Record Office: Matthew Blake, Rosie Chew, Ben Cunliffe, Howard Dixon, Jess Hyslop, Tim Groom, Cara Hughes, Rebecca Jackson, Beryl Jones, Rachel Lake, Sue Lynch, Catherine Nichols, Richard Nichols, Julie O'Neill, Liz Street, Bev Sutherland, Hazell Thorogood.

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

Stoke on Trent City Archives: Liz Cooper, Andrew Dawson, Louise Ferriday, Chris Latimer, Moira Lewis, Mandy Pover, Nicola Wood.

William Salt Library: Dominic Farr.

### Volunteers (109)

Harry Archer, Judith Aston, Rosin Ayres, Ken Baddeley, Diane Barre, Margaret Beard, Katy Best, Melvin Bourne, Val Bourne, David Brass, James Brough, Patrick Brough, Teresa Brown, Ann Bugge, Rosie Cooke, Brian Cooper, Val Cooper, Pat Corfield, Nigel Coulton, David Bennion, Tony Degg, Ned Edwards, Martin Elkes, June Ellis, Colin Evans, Nesta Farrow, Miriam Firth, Ann Fisher, Vicki Fox, Frank Foy, Jo Foy, Jacqueline Fradley, Valerie Gannon, Andrew George, Karen Gething, Stephen Gidley, Robert Ginder, Barry Gratton, Sue Gregory, Peter Gurney, Peter Hambley, Clare Hannon, Peter Harding, Sandra Hassall, Kay Hay, Brian Heathcote, Diana Hill, Caroline Hillman, Diane Hitchcock, Beryl Holt, Barbara Hughes, Peter Hyland, Sonia Johnson, Bob Jones, Graham Jones, Lesley Jones, John King, Margaret King, Janet Kisz, Randle Knight, Roger Knowles, Ashok Kumar, Susan Large, Maureen Leese, Lindsay Lorenz, Di Lote, Jenni Maslin, Nigel Maurs, Julia McBride, Don McLean, C McPherson-Jones, Paul Meller, Christine Millard, Norman Moir, Anna Munro, Paul Niblett, Roger Osborn, Thomas Pashley, Joy Pownall, David Prescott, J Preston, David Price, Malcolm Price, Christine Reynolds, Glenys Richards, Ceris Roberts, Bob Robinson, Esme Rowson, Helen Russell, Carl Salmons, Rosemary Sawyers, Audrey Screen, Diane Shenton, Jacqui Simkins, Rosie Simpson, Viv Simpson, Ian Small, Les Smith, Ann Sumner, Jim Sutton, Richard Totty, Dave Tovey, Penny Twibill, Angela Velu, Sue Walker, Trevor Warburton, Collin Webb, Janet Williams, Rebecca Williams, Steve Williams, Ray Wilson, Zsara Wilson, Les Woolley, Pam Woolliscroft, Natasha Yardley.

### Friends of the Archive Service (FoSSA)

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

The Friends launched a fundraising campaign October 2016 to digitise the Staffordshire Tithe maps and so far have raised over £15,000 towards the £18,000 target. Sue Gregory and Richard

Totty also represented the Friends at project meetings and workshops to develop the Staffordshire History Centre project.

**Joint Archive Committee 2017-2018**

Elected members of Staffordshire County Council: Mrs Gill Heath (Chair), Mr Mike Davies (Observer), Mr Michael Greateorex (Observer), Mr Philip White.  
Substitute members: Mr Mark Sutton, Mr Mark Winnington

Elected members of Stoke on Trent City Council: Mr Anthony Munday (Vice-Chair)  
Substitute member: Ms Janine Bridges, Mr Allan Dutton.





**STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE**  
**IDENTIFIED RISK REGISTER**  
**2018**

## Archive Service Identified Risk Details

Risk rating is 1-5 for likelihood multiplied by impact. The risk categories total score is out of 25: 1-8 = low; 9-16 = medium, 17-25 = high. Risk are RAG rated.

1.

<b>Risk Description</b>	<b>Failure of environmental controls / prescribed conditions in Archive Service strongrooms which would result in physical deterioration of collections</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

## Key Controls and Processes

Control	Process	Records
Continuous monitoring of environmental controls	Daily checking process by conservation team against PD5454 parameters	Condition Records
Bi-annual checks of air conditioning equipment	Arranged by through/central contracting process- Property Services	Equipment Manuals and Service Reports
Reporting procedure	Through designated staff	Building Report Records
General Risk Assessments for Staffordshire Record Office	Updated annually by Record Office Manager	Risk records

	<u>Vulnerabilities</u>	<u>Mitigating Actions</u>
1	Reduction in PS resource allocation to maintain adequate servicing	Ensure contingency within Archive Service Budget
2	Major failure of equipment	Ensure sufficient contingency in budget reserve

Strategic Risk Category		Risk rating1 (low) - 5 (high)	TOTAL
		Net Score: (L x I)	8
		L(ikelihood):	2
		I(mpact):	4

2.

<b>Risk Description</b>	<b>Fire in Record Offices</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Fire detection systems: incl high sensitivity detection in all strongrooms, linked to central monitoring station	Weekly fire testing	Test Records
Fire suppression system in extension strongrooms	Weekly fire testing	Test records
Quarterly checks of fire detection / suppression systems	Arranged through central contracting process - Property Services	Equipment Manuals and Service Reports
Faults reporting procedure	Through designated staff	Building Report Records
General Risk Assessments for Staffordshire Record Office	Updated annually by Record Office Manager	Risk records

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Reduction in PS resource allocation to maintain adequate servicing	Ensure contingency within Archive Service Budget
2	Major failure of equipment	Ensure sufficient contingency in budget reserve
3	Accidental discharge of Inergen Gas	Ensure sufficient contingency in budget reserve to replace
4	Failure of all communication systems between Record Offices and central monitoring stations resulting in serious loss	Maintain weekly testing Emergency Plan Insurances for conservation treatment as a result of emergency

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>10</b>
		<b>L(ikelihood):</b>	<b>2</b>
		<b>I(mpact):</b>	<b>5</b>

3.

<b>Risk Description</b>	<b>Flood/water ingress in Record Offices</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Secondary packaging of vulnerable material	Through designated staff	Preservation Programme
Physical inspection of buildings	Weekly visual inspection of building	Building maintenance log
Faults reporting procedure	Through designated staff	Building maintenance log
Flood detection systems at outstore and in SRO basement	Regular servicing	Building maintenance log
General Risk Assessment for Staffordshire Record Office	Updated annually by Record Office Manager	Risk records

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Reduction in PS resource allocation to maintain adequate servicing	Ensure contingency within Archive Service Budget
2	Major failure of equipment	Ensure sufficient contingency in budget reserve
3	Failure of all communication systems between Record Offices and central monitoring stations resulting in serious loss	Emergency Plan Insurances for conservation treatment as a result of emergency

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>9</b>
		<b>L(ikelihood):</b>	<b>3</b>
		<b>I(mpact):</b>	<b>3</b>

4.

<b>Risk Description</b>	<b>Vandalism at Record Offices</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Security systems: incl intruder alarm systems linked to central monitoring station, CCTV systems where appropriate	Ensure intruder alarms are set	Central monitoring station logs
Physical inspection of buildings	Weekly visual inspection of exterior of building	Building maintenance log
Six-monthly checks of intruder alarm systems	Arranged by through central contracting process - Property Services	Equipment Manuals and Service Reports
Faults reporting procedure	Through designated staff	Building Report Records
General Risk Assessments for Staffordshire Record Office	Updated annually by Record Office Manager	Risk records
Insurance for conservation following emergency	Updated annually	Specialist insurance policies

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Reduction in PS resource allocation to maintain adequate servicing	Ensure contingency within Archive Service Budget
2	Major failure of equipment	Ensure sufficient contingency in budget reserve
3	Failure of all communication systems between Record Offices and central monitoring stations resulting in serious loss	Emergency Plan Insurances for conservation treatment as a result of emergency caused by vandalism

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>10</b>
		<b>L(ikelihood):</b>	<b>2</b>
		<b>I(mpact):</b>	<b>5</b>

5.

<b>Risk Description</b>	<b>Theft of / damage to archives while in public use</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
CCTV in place in all reading rooms	Continuous filming of public areas	CCTV films
Continuous supervision of reading room by staff	Staff are vigilant and walk round regularly	Duty rotas
Controlled issue and return of documents	Weighing and checking of documents on issue and return Discrepancies picked up on the spot.	Production slips
Registration of readers	Production of proof of ID and address at registration	Registration cards maintained for 15 years
Code of Conduct for Readers	Issued at registration of new readers and published on web site	Registration cards
Terms of deposit insurance clause	Owners made aware of insurance position at deposit	Deposit file

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Staff shortages resulting in failure to ensure adequate supervision	Ensure budgetary provision for minimum reading room staffing levels

<b>Strategic Risk Category</b>		<b>Risk rating<sup>1</sup> (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>15</b>
		<b>L(ikelihood):</b>	<b>3</b>
		<b>I(mpact):</b>	<b>5</b>

6.

<b>Risk Description</b>	<b>Theft of / damage to / loss of archives while in transit between offices</b>
<b>Risk Owner</b>	Head of Archives & Heritage(Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Named staff only		Office diaries
Correct manual handling	Instruction of all staff in correct manual handling; use of available equipment (e.g. trolleys)	Training Record
Vehicle security	Instruction to staff to keep transporting vehicle locked or supervised at all times	Staff Memoranda
Provision of mobile phones for staff use	Instruction to staff to carry mobile phone when working offsite	Staff Memoranda
Insurance for documents while in transit by staff / others	Updated annually	Specialist Insurance Policies

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1		

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>5</b>
		<b>L(ikelihood):</b>	<b>1</b>
		<b>I(mpact):</b>	<b>5</b>

7.

<b>Risk Description</b>	<b>Damage/loss of Digital Archives</b>
<b>Risk Owner</b>	Head of Archives & Heritage(Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team;
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Secure digital repository		Network path
Regular back ups	Back up run daily by ICT staff on DAT tapes with off site copies maintained	Staffordshire ICT back up records
Restricted access with no ability to delete	Access only to named staff, deletion of files only to be carried out by ICT staff under Head of Archives & Heritage instruction	Staff guidelines
Full documentation of digital archives upon accession	Collection of information about file formats, dates created though use of DROID programme	Digital Archives spreadsheet, DROID reports
Use of stable, well documented, open formats	Migrate archives as required from proprietary formats to reliable open formats	Digital Archives spreadsheet.

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Reduction in ICT resource allocation to maintain dedicated space and back up systems	Ensure contingency within Archive Service Budget
2	Loss of key staff to maintain checks	Ensure duties are reallocated and training delivered.

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>20</b>
		<b>L(ikelihood):</b>	<b>4</b>
		<b>I(mpact):</b>	<b>5</b>



8.

<b>Risk Description</b>	<b>Potential Sale of Collections by Owners</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Full documentation of ownership of collections	Accessioning process	Deposit files and accession register
Terms of deposit of collections including compensation clause	Accessioning / deposit process	Signed Terms on file
Archive Service fundraising strategy and guidelines	Use of external funding from appropriate sources to secure collections	

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Deposit system	Ensure donation of collections wherever possible
2	High market values / economic climate	Maintain acquisitions reserve
3	Lack of current information about ownership	Ongoing follow up work on and recording of status of collections

Strategic Risk Category		Risk rating <sup>1</sup> (low) - 5 (high)	TOTAL
Service Delivery		<b>Net Score: (L x I)</b>	<b>15</b>
		L(ikelihood):	<b>3</b>
		I(mpact):	<b>5</b>

9.

<b>Risk Description</b>	<b>Damage to archives caused by erroneous conservation treatment</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Senior Conservator
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owner

**Key Controls and Processes**

Control	Process	Records
Appropriate professional knowledge and qualifications of conservators	Formal training of conservators in conservation techniques Continuous professional development (CPD) of conservators Accreditation of Senior Conservator by Institute of Conservation (incl periodic review of CPD paperwork)	Entry qualifications  Training record  Personal file
Professional supervision of Conservator by Senior Conservator	Senior Conservator required to agree to proposed treatment prior to commencement of work	Conservation Record Sheets
BS 4971 (2002)- Repair and Allied Processes for the Conservation of Documents	All conservation work carried out in accordance with standard	Conservation Record Sheets

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Idiosyncratic /unanticipated reaction of specific document to any given course of treatment	Exhaustive testing and monitoring of results

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>5</b>
		<b>L(ikelihood):</b>	<b>1</b>
		<b>I(mpact):</b>	<b>5</b>

10.

<b>Risk Description</b>	<b>Risk to staff and members of the public whilst in attendance at Archive Service events at external venues</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Provision of mobile phones for staff use	Instruction to staff to carry mobile phone when working offsite	Risk Assessment
Liaison with building manager	Site meeting with building manager in advance of event	Risk Assessment
Assessment of risks associated with the venue to be used for the event	Risk assessment of hazards specific to building	Risk Assessment
Assessment of risks associated with tasks and activities undertaken	Risk assessment of all tasks and activities	Risk Assessment

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Failure of building manager to provide adequate advance information regarding risks	Ensure availability of site manager or substitute during event

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>5</b>
		<b>L(ikelihood):</b>	<b>1</b>
		<b>I(mpact):</b>	<b>5</b>

11.

<b>Risk Description</b>	<b>Lone Working of Staff Offsite</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Staff Guidelines for Lone Working	Issued at induction training and reiterated through staff health and safety training	Training records
Provision of mobile phones for staff use	Instruction to staff to carry mobile phone when working offsite	Staff Memoranda

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>

Strategic Risk Category		Risk rating1 (low) - 5 (high)	TOTAL
Service Delivery		Net Score: (L x I)	10
		L(ikelihood):	2
		I(mpact):	5

12.

<b>Risk Description</b>	<b>Risk of harm to children on work placements with the Archive Service</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team; Archivist (Access and Learning); Record Office Manager
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
CRB checks on staff in regular contact with children only	Three-yearly checks for existing staff and check on all new appointments only for relevant staff	Personnel files
Induction training	Students are informed of the procedures for emergency evacuation, first aid provision, manual handling, health and safety, guidelines for safe use of equipment	Copy of Placement Record supplied to the school
Assessment of risks associated with tasks allocated	Risk assessment of all tasks allocated	Risk Assessment
Supervision of placement	Students are supervised at a level in accordance with their perceived abilities and the nature of the task being undertaken	
Staff awareness of child protection issues	Specialist training of Archivist (Access and Learning) and Principal Archivist (Lichfield Record Office) in child protection issues	Training Record

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Potential immaturity / vulnerability of children accepted for work placement	On-going assessment of capabilities and social awareness of student and tailoring of tasks and level of supervision if considered necessary
2	Changing policy re CRB checks and who they are carried out on	Ensure budgetary provision to pay for checks on specific staff in contact with children

<b>Strategic Risk Category</b>		<b>Risk rating1 (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>5</b>
		<b>L(ikelihood):</b>	<b>1</b>
		<b>I(mpact):</b>	<b>5</b>

13.

<b>Risk Description</b>	<b>Impact of flu pandemic on service delivery</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Senior Management Team
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Dissemination of information re precautions to minimise risks	Staff meeting briefings Information supplied to staff in hard copy and on intranet	Staff Meeting minutes
Minimum level and correct combination of staffing for safe service delivery and security of collections	Application of pairing systems for staffing Normal security procedures	Information for Staff leaflets
Reductions in public opening hours, public bookings and other aspects of service delivery	Ongoing situation assessment	
Temporary closure with manning of telephones and computers to deal with distance enquiries	Ongoing situation assessment	

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Regular contact of frontline staff with members of the public	Provision of gloves for staff Maintain fresh air flow in public rooms

<b>Strategic Risk Category</b>		<b>Risk rating<sup>1</sup> (low) - 5 (high)</b>	<b>TOTAL</b>
<b>Service Delivery</b>		<b>Net Score: (L x I)</b>	<b>5</b>
		<b>L(ikelihood):</b>	<b>1</b>
		<b>I(mpact):</b>	<b>5</b>

14.

<b>Risk Description</b>	<b>Risk of harm to volunteers working on preservation projects with the Archive Service</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Senior Conservator; Participation & Engagement Officer
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Induction training	Volunteers are informed of the procedures for emergency evacuation, first aid provision, manual handling, health and safety, guidelines for safe use of equipment	Volunteer agreement
Assessment of risks associated with tasks allocated	Risk assessment of all tasks allocated	Risk Assessment
Supervision of volunteers	Volunteers are supervised at a level in accordance with their perceived abilities and the nature of the task being undertaken	

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Potential unfamiliarity with equipment used during the task	On-going assessment of capabilities and tailoring of tasks and level of supervision if considered necessary

Strategic Risk Category		Risk rating1 (low) - 5 (high)	TOTAL
Service Delivery		<b>Net Score: (L x I)</b>	<b>10</b>
		L(ikelihood):	2
		I(mpact):	5

15.

<b>Risk Description</b>	<b>Risk of inability to transform service, build new storage and access facilities for the Archive Service</b>
<b>Risk Owner</b>	Head of Archives & Heritage (Place) – Joanna Terry
<b>Associated Risk Owners</b>	Archive Service Management team
<b>Sources of Assurance</b>	Risk Owner and Associated Risk Owners

**Key Controls and Processes**

Control	Process	Records
Deliver Staffordshire History Centre project	Submit stage 2 bid	HLF application
Ensure members are informed of progress, risks and alternative plans	Regular briefings and reports to members	Joint Archive Committee minutes and reports
Ensure key staff are identified to work on the project	Project Board, Project Team and steering group	Governance structure
Ensure public awareness of the project and vision behind it	Service newsletter, website, social media	Forward Plan and Service Plan

	<b><u>Vulnerabilities</u></b>	<b><u>Mitigating Actions</u></b>
1	Funding bid does not succeed	Revisit bid, listen to feedback and resubmit

Strategic Risk Category		Risk rating1 (low) - 5 (high)	TOTAL
Service Delivery		<b>Net Score: (L x I)</b>	<b>15</b>
		L(ikelihood):	<b>3</b>
		I(mpact):	<b>5</b>



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

**28<sup>th</sup> June 2018**

**JOINT ARCHIVE SERVICE – 2017/18 FINAL OUTTURN AND PREDICTED OUTTURN 2018/19**

**Recommendation(s)**

1. That this report informing the Joint Committee on the Final Net Revenue Outturn for the Joint Archive Service for 2017/18 is received and noted.
2. That the report updates the Joint Committee on the current 2018/19 net budget position.

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

**Reasons for Recommendations**

3. The final net revenue outturn for the Joint Archive Service is an overall underspend of £44,039 at the end of the 2017/18 financial year.
4. The General Reserve currently holds a balance of £45,451 which includes the 2017/18 underspend and is also net of the approved £100,000 matched funding commitment towards the forthcoming HLF bid and the April 2018 approval for Stoke on Trent City Council to invest £30,000 for shelving and minor capital works at the Solon Room in Stoke on Trent. The Archive Acquisition Reserve continues to remain unchanged with a balance of £57,542.
5. To update the Joint Committee on the proposed Joint Agreement budget setting review.

**Net Revenue Outturn 2017-18**

6. The 2017/18 final net revenue outturn for the Joint Archives Service is set out in *Appendix 2*. The Joint Archive service spent £702,461 compared to its current approved budget of £746,500 to produce an overall underspend of £44,039 (a £28,455 underspend was previously reported to the April 2018 Archives Joint Committee) which has since been transferred from the General Reserve at the end of the financial year.
7. Of this underspend, a further assessment of net spend indicates that at the year end, managed staff savings of £34,550 and combined training;

transport and supplies & services totalling £15,930 has successfully offset an anticipated under-recovery of income (predominantly from sales) of £5,774 leading to a final outturn underspend of £44,039.

## **Reserves**

8. There are currently two Reserves which are held by the Joint Archive Service, these being the General Reserve and the Archive Acquisition Reserve.
9. The balances on these two Reserves are set out in *Appendix 2*. The General Reserve currently has a balance of £45,451 (net of HLF bid funding commitments and the Solon Room funding) and the Archive Acquisition Reserve, which enables the Joint Archive Service to purchase collections for the benefit of archives users in both the City and the County, currently holds a balance of £57,542.

## **Net Revenue Outturn 2018-19**

10. The Joint Archives Committee previously approved the 2018/19 net revenue budget for the Joint Agreement at the 3<sup>rd</sup> April 2018 Joint Committee.
11. The detail of the 2018/19 net revenue budget can be found as *Appendix 3* to this report. The 2018/19 net revenue budget of £864,070 has been increased by £117,570 when compared to the previous year's net revenue budget.
12. To date, the Joint Archives net spend is currently £151,141 or 17.5% of the net revenue budget (*as at 20<sup>th</sup> June 2018*) and at this early stage of the year, it is assumed that the net revenue budget will be fully spent in 2018/19.

## **A Review of the Joint Archives Agreement Budget Setting Methodology**

13. At the previous April Joint Committee, it was agreed by Members that given that both local authorities have had to reduce their respective spending in recent years, therefore making it more difficult to achieve the current Joint Archive Agreement (JAA) budget apportionment split of 77.4% Staffordshire and 22.6% City of Stoke on Trent; that a review be undertaken of the Joint Agreement to revise the way the budget is set annually and to report its recommendations back to the next Joint Committee.
14. Under the current Joint Archives Agreement (JAA) the percentage charged between the two Authorities are based on population levels across Staffordshire and Stoke-on-Trent. At this stage, however this review has yet to formally take place due to the HLF submission taking priority. It is therefore intended that the outcomes of the review will be reported to the November Joint Committee.

## **Appendix 1**

### **Equalities implications:**

No significant implications.

### **Legal implications:**

The Joint Archive Agreement budget is subject to an Internal Audit on an ad hoc basis following the cessation of the annual Small Bodies Audit return.

### **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: John Broad, Principal Accountant (Place)  
Telephone No: (01785) 854861  
Room Number: Staffordshire Place 2

### **List of Background Papers**

Joint and other Archive Services 2017/18 file.  
2018/19 Archives Budget file.



**Joint Archives Service  
Outturn Position 2017-2018**

Appendix 1

	Core Services			Staffordshire County Council Sites and Public Services			Stoke-on-Trent City Council Sites and Public Services			Total for Service		
	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance	Current Budget	Actual Outturn	Outturn Variance
	£	£	£	£	£	£	£	£	£	£	£	£
<b>Expenditure</b>												
Employees	319,980	319,347	-633	306,160	282,033	-24,127	103,600	93,811	-9,789	729,740	695,191	-34,549
Training	240	0	240	0	0	0	900	0	-900	1,140	0	-1,140
Transport	800	830	-30	180	757	577	300	24	-276	1,280	1,612	332
Supplies & Services	13,620	12,409	1,211	18,740	13,635	-5,105	19,200	11,061	-8,139	51,560	37,105	-14,455
<b>Total Expenditure</b>	<b>334,640</b>	<b>332,586</b>	<b>787</b>	<b>325,080</b>	<b>296,426</b>	<b>-28,654</b>	<b>124,000</b>	<b>104,896</b>	<b>-19,104</b>	<b>783,720</b>	<b>733,907</b>	<b>-49,813</b>
<b>Income</b>												
Grants & Reimbursements	0	0	0	0	0	0	200	73	-127	200	73	-127
Sales	0	0	0	9,950	6,519	-3,431	0	0	0	9,950	6,519	-3,431
Fees & Charges	0	0	0	14,070	16,769	2,699	6,100	3,056	-3,044	20,170	19,825	-345
Miscellaneous	3,100	2,100	-1,000	3,800	2,935	-865	0	-6	-6	6,900	5,029	-1,871
<b>Total Income</b>	<b>3,100</b>	<b>2,100</b>	<b>-1,000</b>	<b>27,820</b>	<b>26,223</b>	<b>-1,597</b>	<b>6,300</b>	<b>3,124</b>	<b>-3,176</b>	<b>37,220</b>	<b>31,446</b>	<b>-5,774</b>
<b>Net Expenditure</b>	<b>331,540</b>	<b>330,486</b>	<b>1,787</b>	<b>297,260</b>	<b>270,203</b>	<b>-27,057</b>	<b>117,700</b>	<b>101,772</b>	<b>-15,928</b>	<b>746,500</b>	<b>702,461</b>	<b>-44,039</b>

Underspend **-44,039**



## Joint Archives Reserves

	Staffordshire County Council £	Stoke on Trent City Council £	Total £
<b><u>General Reserve</u></b>			
<b>Balance brought forward 1 April 2017</b>	<b>96,727</b>	<b>28,397</b>	<b>125,124</b>
<b>2017/2018 Transactions</b>			
The National Archive - New Burdens Funding	714		714
Transfer to Reserve 31/03/2018	28,125	15,914	44,039
<b>Future Commitments</b>			
Contribution to HLF Bid - Development Phase **	-19,427	0	-19,427
Contribution to HLF Bid - Delivery Phase #	-75,000	0	-75,000
Contribution to Solon Rooms Minor Capital Works	0	-30,000	-30,000
<b>Balance Available (as at 31 March 2018)</b>	<b>31,140</b>	<b>14,311</b>	<b>45,451</b>

Notes:

\*\* Total approved HLF Project Development Phase commitment = £25,000.

# Total approved HLF Delivery Phase commitment = £75,000.

### **Acquisition Reserve**

<b>Balance brought forward 1 April 2017</b>	<b>57,542</b>	<b>0</b>	<b>57,542</b>
<b>2017/2018 Transactions</b>			
	0	0	0
<b>Balance Available (as at 31 March 2018)</b>	<b>57,542</b>	<b>0</b>	<b>57,542</b>





**Joint Archives Service  
Predicted Outturn Position 2018-2019**

	Core Services			Staffordshire County Council Sites and Public Services			Stoke-on-Trent City Council Sites and Public Services			Total for Service		
	Current Budget	Actual Expenditure @ June-2018	Predicted Outturn	Current Budget	Actual Expenditure @ June-2018	Predicted Outturn	Current Budget	Actual Expenditure @ June-2018	Predicted Outturn	Current Budget	Actual Expenditure @ June-2018	Predicted Outturn
	£	£	£	£	£	£	£	£	£	£	£	£
<b>Expenditure</b>												
Employees	376,060	60,270	376,060	351,710	54,093	351,710	126,500	31,625	126,500	854,270	145,988	854,270
Training	240	0	240	0	0	0	900	225	900	1,140	225	1,140
Transport	800	445	800	180	206	180	300	75	300	1,280	726	1,280
Supplies & Services	3,620	578	3,620	18,590	1,073	18,590	19,200	4,800	19,200	41,410	6,451	41,410
<b>Total Expenditure</b>	<b>380,720</b>	<b>61,293</b>	<b>380,720</b>	<b>370,480</b>	<b>55,371</b>	<b>370,480</b>	<b>146,900</b>	<b>36,725</b>	<b>146,900</b>	<b>898,100</b>	<b>153,389</b>	<b>898,100</b>
<b>Income</b>												
Grants & Reimbursements	0	0	0	0	0	0	200	50	200	200	50	200
Sales	0	0	0	10,140	1,503	10,140	400	100	400	10,540	1,603	10,540
Fees & Charges	0	0	0	14,350	-3,763	14,350	1,900	475	1,900	16,250	-3,288	16,250
Miscellaneous	3,160	0	3,160	3,880	884	3,880	0	0	0	7,040	884	7,040
<b>Total Income</b>	<b>3,160</b>	<b>0</b>	<b>3,160</b>	<b>28,370</b>	<b>-1,377</b>	<b>28,370</b>	<b>2,500</b>	<b>625</b>	<b>2,500</b>	<b>34,030</b>	<b>-752</b>	<b>34,030</b>
<b>Net Expenditure</b>	<b>377,560</b>	<b>61,293</b>	<b>377,560</b>	<b>342,110</b>	<b>56,747</b>	<b>342,110</b>	<b>144,400</b>	<b>36,100</b>	<b>144,400</b>	<b>864,070</b>	<b>154,141</b>	<b>864,070</b>

Predicted Over/Under Spend 

<b>0</b>
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<b>Members Interest</b>
N/A

**Staffordshire and Stoke on Trent Joint Archive Committee  
28 June 2018**

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

**Recommendation(s)**

1. That the Committee note progress of the project.

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

**Reasons for Recommendations**

**Background**

2. Staffordshire County Council's Archives and Heritage Service and the William Salt Library Trust are working in partnership to create and deliver the Staffordshire History Centre Project. We are making an application for £3.9m from the Heritage Lottery Fund (HLF) supported by £1.8m of fundraising, in kind contributions and matched funding from the partnership.

3. In April 2018 the project passed its mid-stage review and received extensive feedback from HLF.

4. At the beginning of May a planning application for the project was validated by Stafford Borough Council. A decision is expected by the Borough Council in June.

5. The Project Executive Summary at Appendix 2 gives an overview of the whole project and the transformation of the archive and heritage offer within the county which this project will enable.

**HLF process**

6. In April HLF confirmed that the project had passed its mid-stage review. Extensive feedback was received from the project mentors to assist the team in producing the highest quality bid for round two.

7. The Project Board, Project Team and consultants worked together to review and improve the final documentation. The final second stage application was submitted to HLF on 14 June 2018. A decision is expected later in the autumn.

## **Finances**

8. Total project costs are £5.7m for the new centre and a four year programme of activity across the county. The majority of funding will come from the HLF grant of £3.9m (69% of costs) assuming the application is successful. The partnership funding required is £1.8m. So far £717,877 funding has been secured. This represents a combination of organisational funding (Staffordshire County Council capital funding and Archive Service reserve), William Salt Library Trust (cash and land contribution) and private donations, Friends groups, and grants from trusts and charities. An additional sum of £746,400 is also secured by planned volunteer working during the project.

9. The current shortfall in funding is £159,000. This will be secured by further applications to grant giving bodies and fundraising by Friends groups. Staffordshire County Council has agreed to underwrite the gap in fundraising as necessary reassurance for the Heritage Lottery Fund.

## **Risks Identified**

10. The key risk is not realising the HLF funding and matched funding to deliver the project. Additional and unforeseen costs are another financial risk. The reputational risk to the council if the project does not proceed would be high given the public profile and anticipation for the History Centre. MTFs savings of £315,000 committed against the project would still be delivered however the ability for the Archive and Heritage Service to operate would be severely limited. This is because storage is fully occupied and public services will be very restricted.

11. To mitigate these risks the project team have submitted the highest quality application possible to HLF. Alternative plans (Plan B) for the service were prepared prior to the round 1 application and these will be revisited once the stage 2 application has been submitted.

## **Timescale**

12. The round 2 application was submitted on 14 June 2018. The project will be considered at the HLF board meeting due in September. If the application is successful construction would start in the summer of 2019 and the Staffordshire History Centre will open in 2020.

## **Appendix 1**

### **Equalities implications:**

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

### **Legal implications:**

The Staffordshire History Centre will deliver archive services under the terms of the Joint Agreement which is reviewed and amended as required by both authorities.

**Resource and Value for money implications:**

The delivery of the Staffordshire History Centre will enable the Archive and Heritage Service to achieve its MTFS savings and a sustainable model for the future.

**Risk implications:**

The project has secured a stage 1 pass and development stage funding. To proceed to the delivery phase the partnership will need to secure stage two funding, and raise £159,000 of matched funding.

**Climate Change implications:**

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

**Health Impact Assessment screening:**

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

**Report author:**

Authors' Names: **Janene Cox OBE, Commissioner for Culture and Communities; Joanna Terry, Head of Archives & Heritage**

Telephone No: (01785) 278370  
Room No: Staffordshire Record Office

**List of Background Papers**

Papers	Contact/Directorate/ext number
HLF Application and supporting documents.	





**Staffordshire  
History Centre**

# Staffordshire History Centre



## Project Executive Summary

# Context

Staffordshire Archives and Heritage and the William Salt Library Trust are working in partnership to create and deliver the Staffordshire History Centre Project. We are making an application for £3.9m from the Heritage Lottery Fund (HLF) supported by £1.8m of fundraising, in kind contributions and matched funding from the partnership.

The project will transform the way the public engage with our services, our collections and create an exciting new visitor experience.

The Staffordshire History Centre (SHC) will bring together three separate collections and services.

Each is different and distinctive and together they offer a complete, varied and fascinating insight into Staffordshire's past and present, and inform the future.

The History Centre will be a new attraction and form part of Staffordshire's cultural and heritage visitor offer

## Our vision for the future:

### An outward facing service

During 2015 the Archive and Heritage Service worked with partners, staff, friends, volunteers and users to co-create a new vision for the Service. The aim of the vision was to address the key issues facing the service, its financial position and to ensure it had a sustainable future. The

development of the Staffordshire History Centre Project is a direct response to that service vision:

The Staffordshire History Centre will create imaginative and exciting ways to connect Staffordshire people and their stories.

#### We will transform the offer for users and visitors so that you will experience:

- Shared stories of Staffordshire places and its people
- An imaginative and creative engagement programme
- An intuitive digital portal to access collections
- A sense of pride and local identity
- As a volunteer you will have a voice that shapes and informs the management, development and delivery of the SHC
- A warm, inclusive welcome in a fully accessible building

#### In delivering the project we will also:

- Place learning at the heart of the project
- Reach out to and engage with new and diverse audiences
- Take an 'Active Partnership Approach' to working with local groups and volunteers
- Be a pivotal point for heritage, excellence and expertise across the county
- Invest to become more cost effective
- Be resilient and sustainable securing the future of the collections and William Salt Library building
- Conserve our collections and improve accessibility through a high quality





# Our Heritage

## Collections

Our collections reflect past and present life in the historic county of Staffordshire. Their significance goes beyond the boundaries of the county. The county's key role in the Industrial Revolution means that our collections reflect the social, economic and political transformation of the region and the country as a whole. In the Conservation Management Plan the significance of our collections is drawn out together with the key themes they cover:

- **World Class Staffordshire** – the estate, ecclesiastical, industrial, carriage, puppet and William Salt Library collections demonstrate that Staffordshire was and is a place of national and international significance.
- **Innovative Staffordshire** – the collections relating to business and industry are second to none, documenting not only the development of the industries, but also the living conditions and lives of the people in these communities.
- **Staffordshire Communities** - the vast collections of public records, objects, plans and oral history evocatively capture all aspects of the area, its people and communities. The diverse history of the county, in which developing industrialisation sat alongside traditional rural communities is reflected in the collections relating to rural life.
- **Staffordshire Faces and Places**– the photographic, 'Staffordshire Views' and art works capture all aspects of the area and its people - nothing engages people's imagination or interest as effectively as an evocative image that tells its own story.

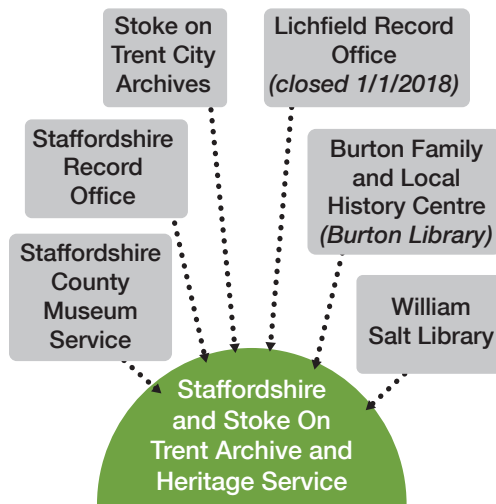
### The William Salt Library



This Grade II\* listed building at 18-19 Eastgate Street, owned by the William Salt Library Trust is a key asset. This much loved building has been home to the Library for 100 years. However lack of space and the difficulties of providing suitable care for collections in a listed building have meant that the collection is at risk if this project does not go ahead. It would also leave the future of the listed building in doubt as the trustees' primary responsibility is for the collection and their aim is to move it to appropriate storage.



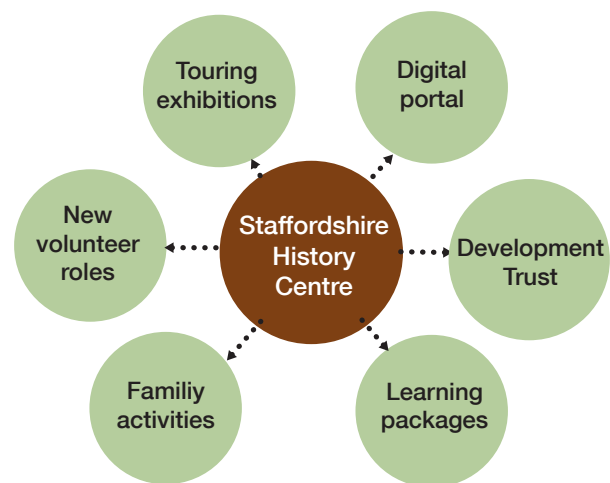
## Where we are now



Historically the Archive and Heritage Service has been configured to deliver access to collections from multiple service points. The majority of our resources are focused upon delivering onsite access and managing buildings. Online access, engagement and outreach are additional functions rather than being integral to the service provided. Between 2010 and 2015 online visitor sessions have grown by 67% while in person visits have steadily declined. Volunteer numbers have grown and experience tells us that there is an appetite for further engagement

## Delivering the vision

During 2016-2017 we have developed and piloted activities at fourteen events throughout the county. We opened the William Salt Library for Heritage Open Day and attracted non users, younger people and their families. The response to all of the piloted activities has been extremely positive and has confirmed our belief that the Activity Plan will attract and engage new audiences:



## Delivering the vision



During 2016-2017 we have developed and piloted activities at fourteen events throughout the county. We opened the William Salt Library for Heritage Open Day and attracted non users, younger people and their families. The response to all of the piloted activities has been extremely positive and has confirmed our belief that the Activity Plan will attract and engage new audiences:



▲ *'I would take my young family if there were suitable things for my youngest one as well as the older children'* (Family activity and Museum objects, Sandon, 12.08.17)

▲ *"I have never been to the Record Office, you always think it's not for you, it's a place for boffins, so I think this whole new thing will be a great idea"* (Heritage open day September 2017)

**The Museum Service Arts Council England (ACE) funded project ‘Moving On’, developed a number of pilot activities listed below:**

- ‘Pop up museum’ key stage 1 session for rural schools
- Reminiscence sessions for older people in care
- Handling boxes and materials to support schools and reminiscence sessions
- A model of developing and delivering high quality touring exhibitions

The ACE funded project complements and enhances the HLF funded SHC project. Our learning from this work will be embedded within the SHC activities and ensure that outcomes will be further enhanced.



A resident of the Northfield Centre, a care home in Stafford said “*We love reminiscing...*”

To develop the SHC project we have worked closely with partners, Friends groups and users in an ‘Active Partnership’. Our key partners include:

- Friends of Staffordshire and Stoke on Trent Archive Service
- Friends of William Salt Library
- Keele University
- Stafford Borough Council
- Diocese of Lichfield
- Lichfield District Council
- St Mary’s Heritage Centre
- National Trust at Shugborough
- Staffordshire Heritage Group representing numerous local history groups
- Depositors of archive collections at Staffordshire and Lichfield Record Offices

From this work we will develop a Staffordshire History Network, a mutually supportive network of groups and local societies with an interest in the history of Staffordshire. We will also establish a Development Trust which will fundraise for the History Centre to sustain and grow

activity and engagement beyond the HLF funded period.

Working with an expert design team and informed by our staff, volunteers, partners and key stakeholders proposals to remodel the existing site as the SHC have been developed. There will be a huge increase in space for both visitors and the collections. Increased storage space will enable a further 20 years of collecting. Within our existing model 46% of space is for staff activity and 54% are public areas. This is shown overleaf. The redevelopment of the site will increase public space to 66% and reduce staff areas to 34%. This reflects the shift that the project will make and will mean that the customer experience and engagement with collections is at the heart of the SHC.

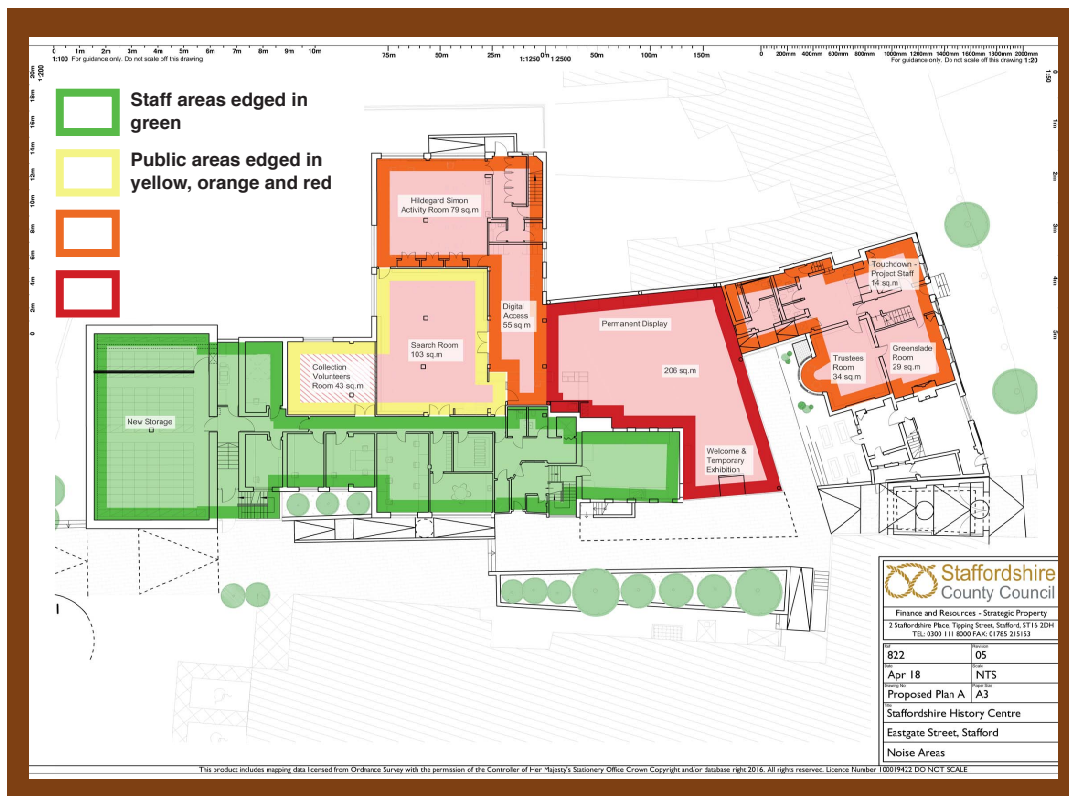
The entrance to the site will be transformed to offer a welcoming and attractive street presence in the town centre. Quiet study areas will provide a single point for accessing the county archive collections alongside the William Salt Library and Museum ephemera and photographic collections. Staff and volunteers will encourage visitors to locate information,

browse exhibitions or visit the historic Library building. The historic Library will be restored with a light touch so that period features can be appreciated with the Trustees Room retained as a book lined room. This will provide a space for visitors to relax with refreshments; something not currently offered.

### Current site layout showing zoned areas



### Proposed site layout showing zoned areas



- By linking Staffordshire Record Office and the William Salt Library we will create 550 square metres of fully accessible public space at the Staffordshire History Centre. It will include noisy areas, spaces for learning, events and exhibitions whilst retaining quiet study areas for research. The change in types of spaces can be seen overleaf.
- Two new strongrooms will provide storage for 20 years of future collecting. This storage will meet PD5454 standard for archive material, provide document isolation facilities and cool storage for photographic media.
- Building on the pilot activities delivered in 2017 the newly framed activity programme will develop projects to reach migrant and rural communities.
- The service will use existing rural events to promote SHC and engage with new audiences.
- Key collections will be digitised and a new website developed to provide a single portal for the History Centre.
- Collections that have been moved will be prioritised for cataloguing throughout the project particularly the William Salt Library and Lichfield Record Office collections.
- Over four years there will be 17 exhibitions which will begin life at the SHC and then tour a range of venues across the county, our aim is to reach 460,000 people.
- Our project will create learning sessions for schools which will be linked to the exhibitions and engage over 8,000 young people.
- There will be activities for families at the History Centre during school holidays and specific fun days focused around the exhibitions.

**550**  
**SQUARE**  
**METRES**

**20 YEARS**



 **MIGRANT  
AND RURAL  
COMMUNITIES**



**17** **EXHIBITIONS**

**8,000**  
**YOUNG PEOPLE**






# Timeline

Assuming we are successful at round two, our project will start delivering outcomes from 2019 with the new SHC open by 2020. The activity programme will continue until 2022 and then be sustained by a re-shaped service and development trust to fund raise.

Our aspiration is to provide a vibrant and engaging archive and heritage offer which celebrates and showcases our amazing collections. We want to ensure that the William Salt Library which is a significant part of Staffordshire's heritage is sustained and recognised as part of Stafford town centre's visitor offer.

“ I like the focus on Staffordshire and love the idea of exhibitions and activities in the History Centre ”  
*(participant at pilot activities in 2017)*

Our ambition is for Staffordshire people and communities to be able to engage and understand their history as a mirror on the past and a window to the future.



**Joanna Terry**  
 Staffordshire County Council  
 15 May 2018

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

**Staffordshire and Stoke on Trent Joint Archive Committee  
28 June 2018**

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**Staffordshire and Stoke on Trent Archive Service: Volunteers**

**Recommendation(s)**

1. That the Committee note the work of the Service with volunteers.

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

**Reasons for Recommendations**

**Background**

2. The Archive and Heritage Service works with volunteers to enable delivery of its work. The number of volunteer hours has grown from 6,266 in 2013/14 to 8,571 in 2017/18. The Service has expanded the types of roles that volunteers fulfil and the variety of projects that they work on.
3. During the development phase of the Staffordshire History Centre project volunteers were consulted on their current work and the potential for future volunteer opportunities. This work fed into the Activity Plan for the project and there is a work stream on volunteer activities and training.
4. This report highlights key pieces of work by volunteers and examples of good practice guidance. It demonstrates how they feed into the People Helping People approach taken by Staffordshire County Council and the value added by their work.

**Consultation during Staffordshire History Centre Project**

5. Two workshops with current volunteers in May 2017 revealed that they value and enjoy the work they do. Volunteers currently work on a range of projects often around the cataloguing, indexing or conserving of our collections. They particularly enjoy working with the academic partners. However, they would like to receive more training, have better facilities for refreshments and have more staff interaction. Some volunteers were interested in new volunteering opportunities.
6. The workshops were followed up by a volunteer skills and training audit. The volunteers have strong traditional heritage skills – archive cataloguing (42.5%), research (60%), transcribing (58%) and family history (33%). Many also have good skills in customer care (64%), working with volunteers (56%), scanning (36%) and working with young people or schools (36%). Very few have skills in social media or digital media, working with families or working with people with dementia or other special needs.

7. Volunteers expressed an interest in receiving training in cataloguing, conservation, and research. However, the majority (62%) were not interested in obtaining a qualification as part of their training. Lichfield volunteers expressed concerns about what would happen once the record office closed – they want to continue to volunteer in Lichfield. They value the support provided by the service and see this as essential for their work:

*'It would be nice to have a dedicated member of staff for the volunteers'*

As part of the History Centre project there will be a Volunteer Coordinator role.

8. The consultation included Support Staffordshire. Support Staffordshire promotes, enables and supports organisations in Staffordshire who work with volunteers. They also support volunteering in the public sector through their Volunteer Centre Associates scheme. During consultation they identified two groups where there is a strong need for volunteering opportunities – supported volunteering opportunities for people with learning difficulties and young people aged 16-24 not in employment. Training was also seen as important for volunteers both for their own development and seeking employment and to benefit the service:

*'I'm new to Volunteering, but would like to use these opportunities to further my education & interest so any opportunities for training & qualifications would be gratefully appreciated!!!'*

9. A training programme has been developed to meet the challenges of a changing organisation, with new staff and many more volunteers and to equip the whole team for the ambitious Staffordshire History Centre (SHC) project and associated activities. Training will be offered in 19 areas including practical skills, collections management, research and conservation, customer care and working with people with special needs.

### **Examples of best practice**

10. Stoke-on-Trent City Archives has in the past year benefitted from the work of 27 volunteers, some working on individual projects but the majority working in two groups, each connected to a particular archive. These groups, former Michelin employees working on the company's archive and former Lancers working on the regimental archive have allowed the Service to make much faster progress in making these major collections available than would have been possible from our resources alone. A method of working has been established in the Lancers' collection, which has proved very effective. The Service's professional staff carry out an initial cataloguing exercise to establish the structure and getting the nature of the document correct. Volunteers provide more detail, an itemised description and contextual information.

11. At Stafford the long-running Quarter Sessions Rolls project has completed cataloguing back to the 1640s. This project involves a group of now very experienced volunteers, cataloguing standard document types to templates created by the professional staff. The detail added to the catalogue allows searches by name, place, occupation, offence and a vast number of key words. It is very time-consuming and so could only be undertaken with volunteer input.



12. These two volunteer projects have been included as examples of best practice in The National Archives' publication '[Guidance for Volunteer Cataloguing in Archives](#)'. The document highlights projects that involve knowledgeable volunteers, trained and guided by professional staff working together to produce high quality catalogues.

13. Building on our success with volunteer cataloguing projects, we have trialled an innovative project to train depositors to provide more information about their own collections prior to deposit. The Kinver Edge Committee (which from 1917 managed the Kinver Rock Houses) contacted us to ask for guidance about sorting and cataloguing their collection. With training and continuing guidance from professional staff, they have sorted, weeded, arranged and catalogued 140 files of correspondence, plans, minutes and reports. We have already edited and imported their catalogue spreadsheet into the online catalogue and they will formally hand over the collection, ready catalogued on 9 July this year. Although time-consuming for staff we hope to be able to build a model from this that we can take forward at different levels with depositors, depending on their knowledge, experience, interest and willingness.

14. This year the Museum Service volunteers have been focussed on the collections move from Shugborough to our new out store at Beacon Business Park, Stafford. They have been condition checking, packing and labelling objects prior to removal, and updating location codes on CALM once the objects are in their new home. Others have been making calico covers for hanging costume items. The volunteers have continued to help with cataloguing new accessions, and have also added over 1,300 new resources to the Staffordshire Past Track website.

15. Our place-name project in conjunction with the University of Nottingham has developed a new and innovative system to help our volunteers upload data directly through an online portal; this has proved to be a great success. Nottingham has recently paid for several training sessions for volunteers and we have now extended the project to Lichfield, the university paying for the support role. This work will lead to an AHRC (Arts and Humanities Research Council) bid next year. The *Staffordshire Paupers* project with Prof. Alannah Tomkins of Keele University was the pilot project for a successful AHRC bid to extend the research to Sussex and Cumbria. We have supported those record offices to offer advice on how to deliver this type of volunteer engagement with academic involvement.

### **Next steps**

15. There will be ten volunteer roles as part of the Staffordshire History Centre project:

- Public Facing Volunteers
- Learning and Activity Volunteers
- School, College and University placements
- Archive Hacks
- Digital Volunteers
- Collections Volunteers at SHC
- Exhibition Volunteers at SHC

- Conservation Volunteers
- Family History Volunteers
- Volunteers at the Access Hubs at Lichfield and Burton

This will be a significant increase in the range and type of volunteers. The Volunteer Coordinator will lead on recruitment and training for the History Centre.

16. The hours contributed by the volunteers during the development phase of the project has an in-kind value of £56,000 based on the Heritage Lottery Fund rates of £150 per day. For the delivery phase of the project it is estimated volunteers will contribute hours with a value up to £746,000 over four years. Without the support of volunteers the project and the work of the service could not continue.

17. An extensive training programme for staff and volunteers has been produced as part of the Activity Plan for the SHC. The Service will continue to reward and recognise the contribution volunteers make through its annual Christmas Lunch, training, and opportunities to attend Archive and Heritage Service events at the record office for free.

18. A review of the Volunteer Policy will be brought to the Joint Archive Committee to prepare for the development of new volunteer roles to support the Staffordshire History Centre.

## **Appendix 1**

### **Equalities implications:**

The History Centre project will increase and diversify the roles and types of roles for volunteers.

### **Legal implications:**

Volunteers sign an agreement before starting work on a project. They received an induction and training relevant to the project.

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

Volunteers add value to the work of the Service but do require management. They are not a free resource.

### **Risk implications:**

Risk assessments are in place which includes volunteer projects.

### **Climate Change implications:**

No implications.

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

No implications.

### **Report author:**

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

Telephone No: (01785) 278370

Room No: Staffordshire Record Office

## List of Background Papers

Papers Contact/Directorate/ext number

Staffordshire History Centre Activity Plan June 2018

The National Archives', ['Guidance for Volunteer Cataloguing in Archives'](#).



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

**Staffordshire and Stoke on Trent Joint Archive Committee  
28 June 2018**

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

**Recommendation(s)**

1. That the Committee approves the Loans Policy for adoption by the Service.

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

**Reasons for Recommendations**

**Background**

2. The Archive Service and Museum Service are both Accredited Services. As such they work to a set of policies approved by their governing body. The work on the Conservation Management Plan for the Staffordshire History Centre recommended a review of the current service policies to bring them together into a single set where possible. There may be variations or amendments specific to the sector requirements for archives or museums.

3. The Loans Policy has been extended to cover the work of the Archive Service. It makes reference to the William Salt Library collection as the Service manages the library collection on behalf of its trustees. The Trust will be asked to review its own policy in light of the Loans Policy.

**Purpose of the policy**

4. Staffordshire Archive and Heritage Service is committed to widening physical access to its collections. It makes loans for the following reasons:

- to widen physical and intellectual access to its collections
- to raise the profile of the Service and its collections
- to encourage co-operation and partnership working with other museums, galleries, archives and other organisations through the exchange of collections.

5. The Archive Service has allowed items to be borrowed for exhibition at local, national and overseas institutions. Requests have been considered on a case by case basis with necessary checks carried out and permission sought where the item does not belong to the Archive Service. Loans are not frequent and are time limited to ensure material is preserved correctly and available for consultation in public searchrooms.

6. The Museum Service makes its collection available for loan on a regular basis. This enables the Museum to make its collection more accessible to local residents and communities.

7. The Loans Policy sets out the guiding principles and sector standards for dealing with requests for loans. It ensures that a consistent approach will be taken across the whole service and that organisations making requests are aware of the terms and conditions they must meet to borrow an item. It sets out reasons for refusing a request for a loan.

8. The Staffordshire History Centre project is aiming to make the collections more accessible to a variety of organisations and communities. This policy will enable that work to take place following agreed processes and guidelines. The Centre will have its own exhibition space and will be able to take items on loan from other institutions. This policy covers inward loans to ensure the service undertakes due diligence in accordance with our sector codes of ethics.

### **Resources and expenses**

9. A fee is not normally charged for a loan. However loan requests require assessment by staff to check the condition and suitability of items for loan and seek permissions as appropriate. This work is accommodated within existing resources.

10. Where an item requires conservation work, mounting and photography, additional insurance or other preparatory work, these costs will be passed on directly to the borrowing organisation.

### **Risks**

11. The collections are insured on the Council insurance policies for repair and conservation. As the items are irreplaceable they are not insured for loss (with the exception of the Sutherland Papers and Minton Archive which were purchased via grant funding). The values are reviewed each year with inflationary increases added. The insurance policy covers transportation of items to other venues.

12. The service will normally require borrowers to provide insurance on a 'nail to nail' basis for the duration of the loan.

13. There are internal guidelines and procedures for securely packing, transporting and supervising material. Where items are taken out by staff for outreach and learning activities this is covered on the Council's insurance.

### **Recommendation**

15. The policy complies with best practice for the archive and museum sector and will support the Staffordshire History Centre project. It is recommended that the committee approve the policy.

## **Appendix 1**

### **Equalities implications:**

The policy describe ways in which collections can be made accessible through loans to suitable organisations and to as wide a community as possible.

### **Legal implications:**

The policies are required to support Accreditation for Archives and Museum services. They Conservation Management Plan for the Staffordshire History Centre also required review of this policy to bring together a common approach across the collections.

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

The policydescribes how related work is resourced both within existing budget and by recovering income to offset external costs.

### **Risk implications:**

No significant implications.

### **Climate Change implications:**

No significant implications.

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

No significant implications.

### **Report author:**

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

Telephone No: (01785) 278370

Room No: Staffordshire Record Office

### **List of Background Papers**

Papers	Contact/Directorate/ext number
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Appendix 2 Archives and Heritage Loans Policy June 2018	
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# **STAFFORDSHIRE ARCHIVES & HERITAGE**

## **LOANS POLICY**

**June 2018**

**DATE APPROVED BY GOVERNING BODY: 28/06/2018**

**DATE AT WHICH POLICY DUE FOR REVIEW: 30/06/2018**

## **1. INTRODUCTION**

- 1.1 Staffordshire Archives and Heritage comprises Staffordshire and Stoke on Trent Archive Service, the William Salt Library and the County Museum Service. The Staffordshire and Stoke on Trent Archive Service is an Accredited Archive Service administered and funded by Staffordshire County Council and Stoke on Trent City Council under a joint agreement. The William Salt Library is a charitable library managed by the Archive Service on behalf of the Trustees. The County Museum is an Accredited Museum funded by Staffordshire County Council and works in partnership with museums across the region to provide museum development support.

The service operates two record offices, the William Salt Library, and three collection outstores. A significant proportion of the County Museum's collection is on long term loan and display at Shugborough Estate. The Archive Service provides services for Staffordshire County Council in relation to its legal documents and archives.

The vision for the service is:

*Connecting people to the collected stories and heritage of Staffordshire, Stoke on Trent and beyond.*

The mission is:

*To connect people to the memories of Staffordshire and Stoke on Trent, by engaging them with the collections we develop and preserve for current and future generations.*

- 1.2 Staffordshire Archive and Heritage Service is committed to widening physical access to its collections. It makes loans for the following reasons:
- to widen physical and intellectual access to its collections
  - to raise the profile of the Service and its collections
  - to encourage co-operation and partnership working with other museums, galleries, archives and other organisations through the exchange of collections.

## **2. GUIDING PRINCIPLES**

- 2.1 We agree loans strictly in accordance with our stated ethical principles, which follow the Museums Association's Code of Ethics (2015) and the Archives and Records Association Code of Ethics (2016). Throughout, we shall aim for best practice in all our activities. We are guided by the National Museum Directors' Conference document Loans Between National and Non-national Museums: New Standards and Practical Guidelines (2003) and BS4971: 2017.
- 2.2 All requests for loans must be submitted in writing to Staffordshire Archive & Heritage Service. We will consider all loan requests reasonably and transparently. When assessing loan requests, we take into account the public or research benefit of the proposed loan, our ability to manage the loan, and the well-being of the object(s) or specimen(s) requested. We aim to provide a reasonable response to all loan applications dependent on the resources available at the time.

- 2.3 Requests for loans from the William Salt Library collection will be referred to the Trustees of the Library. The Archive and Heritage Service staff will advise the Trustees on the suitability of material for loan in accordance with this policy.
- 2.4 We will ensure that there are signed written agreements in place in advance of any loan. We will record information about the borrower and the purpose of the loan on either the Loan Agreement or the Terms and Conditions for Research Loans form along with the specific conditions that attach to the loan. Any information collected during the loan application process will only be used and retained in connection with that application and in accordance with our current data protection and freedom of information policies.
- 2.5 Occasionally we may find it necessary to turn down a loan request. We will inform you of our reasons in writing. Reasons for refusal include, but are not limited to:
- the objects or specimens are required for display, study by staff or students, or for another educational purpose by the Archive and Museum services during the proposed period of loan
  - it has not been possible to resolve issues at the loan venue such that the objects or specimens will be exposed to an unacceptable level of risk
  - the objects or specimens will be put at risk as a result of potential political or economic difficulties;
  - the objects or specimens will be used to support or promote an ethical position contrary to that held by us;
  - the objects or specimens are too fragile, in a poor or unstable condition or at excessive risk of damage from handling or during transit.
  - The objects or specimens are owned by a third party, and the owner has not given permission for the loan to take place.

## **OUTWARD LOANS**

### **3. APPLICATIONS**

- 3.1 The museum and archive sectors have differing national standards relating to outward loans. For detailed terms and conditions for museum or archive loans please refer to the Conditions of Loan documents which form Appendices 1 and 2. The following sections cover shared principles.
- 3.2 For exhibition and display, loan requests should normally be submitted six months in advance of the proposed loan. We prefer requests for substantial or particularly important loans, or requests for foreign loans, to be made twelve months in advance. Requests made at shorter notice will be considered at the discretion of the Head of Archives and Heritage.
- 3.3 Requests to borrow items for educational purposes from organisations such as, but not limited to, science centres, higher education institutes and environmental organisations will be considered, but only a limited range of robust and relatively low value items are available for this type of loan. Prospective borrowers will be advised of what is available at the time the request is made.
- 3.3 Requests to borrow items for restoration or for the creation of replicas will be considered at our discretion.

## **4. AUTHORITY**

- 4.1 Generally, authority for the lending and borrowing of objects and specimens within the UK, lies with the Head of Archives and Heritage.
- 4.2 Agreeing insurance arrangements forms an integral part of this process and are approved on the same basis.

## **5. INSURANCE AND INDEMNITY**

- 5.1 The risk in items to be loaned and the transfer of such risk will be dealt with in the Loan Agreement and Loan Terms and Conditions. Depending on the purpose of the loan and the nature and value of the items being lent, we will generally require borrowers to take out insurance on a 'nail to nail' basis for the period of the loan. The level of insurance cover required will be determined as part of the application process. The borrower must provide proof of cover as part of this process.
- 5.2 Most non-UK Government/federal/state indemnities may be acceptable in lieu of commercial insurance for overseas loans. However, the Archives and Heritage Service reserves the right to request that the borrower purchase commercial insurance either in addition to or as an alternative to Indemnity cover.

## **6. PACKING AND TRANSPORT**

- 6.1 The requirements for couriating the loan during transport and installation will be determined early in the loan process. Consideration will be given to the levels of training and experience of staff in handling similar objects at the borrowing institution.

The Archives & Heritage Service will normally send a courier in the following circumstances:

- if we have not lent to a venue previously;
- if the object loaned is fragile or installation is particularly complex;
- if the object is rare or of high value;
- if the journey is long or hazardous

- 6.2 Where couriers are used, transport should be arranged to be as near to the opening date as possible to allow the couriers to see objects placed on display.
- 6.3 Where a courier is not used during the return of a loan, the borrower must repack the objects or specimens in the same way they were received using the original packaging and boxes.
- 6.4 At least three weeks' notice should be given for the collection and return of loans.
- 6.5 For overseas loans, custom formalities and the provision of export licences, etc. are the responsibility of the borrower. Borrowers must take into account any relevant legislation (eg CITES) and make appropriate custom arrangements.

## **7. USE AND PROTECTION**

- 7.1 No physical intervention (sampling, conservation, etc.) may be carried out without prior written agreement from the Head of Archives and Heritage as to the exact scope of any work and how it will be documented.
- 7.2 Exhibition and display
- 7.2.1 We agree loans for exhibition and display only if adequate access is offered. Generally, such loans will be to museums, galleries, interpretation centres, civic buildings, universities, etc. to which the public has ready and equal access. In certain situations (e.g. local government buildings) access on an appointment basis may be considered acceptable.
- 7.2.2 Due diligence: Borrowers will warrant, covenant and agree that they have no reasonable cause to believe that any object comprised in the exhibition in which the objects shall be displayed was stolen, illegally exported or illegally imported from its country of origin, as defined in the UNESCO Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, (1970).
- 7.2.3 Depending upon the nature of the loan and the objects which are part of that loan borrowing institutions (including each venue for a touring exhibition) must complete Facilities, Security and Display Case Report Forms supplied by us confirming that they comply with all fire and security provisions and with all environmental conditions, both during handling and unpacking, and within galleries and cases. Where required, the contents of these reports will be passed to the Museums Security Adviser of the Arts Council England for advice.
- 7.2.4 The borrower will be expected to demonstrate that they can provide the environmental conditions specified on the Loan Agreement in the proposed handling and display locations for a minimum three month period before any loan may proceed. Wherever practical the Museum will work with the prospective borrower to find acceptable solutions to any environmental control or monitoring problems.
- 7.2.5 The borrower will supply two complimentary copies of any exhibition catalogue to Staffordshire Archive and Heritage Service.

## **8. DAMAGE OR LOSS**

- 8.1 If an object or specimen on outward loan is lost, damaged or put at risk, or if the circumstances of the loan change in any way, this must be reported to us immediately.

## **9. COSTS AND EXPENSES**

- 9.1 We will not normally charge a fee for a loan but we do normally expect the borrowing institutions to cover our costs, unless we have reciprocal arrangements with them. Costs may include but are not restricted to those associated with upgrading security requirements in accordance with the advice of the Museum Security Advisor, insurance, preparatory conservation, photography, copyright, mounting, framing, packing or crating of loans, and outward and return transport costs which may include travel and subsistence for a courier. A facility fee may be charged on loans for exhibition and display to venues outside the UK.

## 10. TERM AND TERMINATION

- 10.1 All loans are for a fixed term as detailed in the Exit form, Loan Agreement or Terms and Conditions for Loans; the expression 'permanent loan' has no status in law, so we do not agree to loans for an indefinite period.
- 10.2 We reserve the right to recall any item from loan at any time, but will not normally do so unless in an emergency or where the borrower fails to comply with our loans policy and the details recorded in the Loan Agreement or Terms and Conditions for Research Loans.

## LOANS INWARD

- 11.1 All inward loans must comply with due diligence and be in accordance with our ethical stance.
- 11.2 In accordance with current UK department for Culture Media and Sport guidelines Staffordshire Archives and Heritage Service will undertake due diligence to confirm that no items within inward loans are known or suspected to have been stolen, illegally exported or illegally imported from its country of origin, as defined in the UNESCO Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, (1970).
- 11.3 The valuation of individual objects or specimens offered for loan will be agreed with the owners before the loan is accepted. For inward loans we will agree insurance arrangements with the lender prior to the loan commencing. Insurance of existing long-term inward loans where the value of the item is £10,000 or above will be reviewed annually, so that their valuation can be adjusted. Loans of lesser value will be covered by Staffordshire County Council's schedule for the archive, museum and art collections.
- 11.4 We will regularly check and report upon items as requested by the lending body. If an object or specimen that is on loan to us is lost, damaged or put at risk, or if the circumstances of the loan change in any way, we will report this immediately to the lender. We will not undertake any conservation work or other physical intervention without prior written agreement from the lender to the exact scope of any work and how it will be documented.
- 11.5 We will ensure that up-to-date information about the borrowed objects or specimens is maintained; this includes but is not restricted to their location, security arrangements and their physical well-being including records of their condition and storage or display environment. A condition report form will be completed by an appropriately-qualified member of staff when items arrive in and depart from the museum. In addition, we will complete a Facilities Report for inward display or exhibition loans.
- 11.6 We will normally meet all reasonable costs associated with the loan, but return transport to a destination outside the UK must be agreed prior to receipt of the loan.
- 11.7 In exceptional circumstances material on loan may present a threat to other material in which case all efforts will be made to return items as expeditiously as possible. If the original lender cannot be contacted or, if that person has died, the executors of the estate or their legal representative, the Trustees may determine that the item should be disposed of, having taken legal advice from the Archives and Heritage Service's solicitors. Should this be the case, we will follow the standard disposal procedures as set out in the Policy

on Acquisition and Disposal of the Collections taking advice from the Archives and Heritage Service's solicitors as appropriate.

# APPENDIX 1

## STAFFORDSHIRE COUNTY MUSEUM SERVICE

### CONDITIONS OF LOAN

#### 1. Requests for loan

1.1 Both Staffordshire County Museum Service (SMS) and .....(The Borrower) agree to abide by these Conditions of Loan unless any modification is agreed between them in writing.

1.2 A formal application for each loan must be made in writing at least three months in advance of the opening date of the exhibition. Loans will be subject to satisfactory condition assessment of the object(s).

1.3 Requests should be made in writing by the borrowing institution and should contain:

- the location, title, and dates of the exhibition
- the purpose of the exhibition and the role the Service's material will play in the exhibition
- full details of the item(s) requested
- a full facilities report for the premises where the proposed loan item(s) is to be exhibited.

1.3 SMS reserves the right to recall any loan item at any time provided that it will not do so except in the event of some compelling and unforeseen circumstance.

#### 2. Expenses

2.1 The Borrower must pay for all costs that result from the loan transaction should SMS see fit. We expect to be reimbursed in full for all the expenses we incur as a result of our fulfilling loans. Reimbursement will be required to cover all of the following which is not intended to be an exhaustive list:

- Management time
- Curator's preparation time
- Fees for independent valuation-for-insurance
- Conservator's preparation time
- Conservation materials required
- Acrylic cradles/stands/supports
- Condition checks and reporting
- Photography for condition reporting
- Photography for use in catalogues (reproduction fees will also apply)
- Photography for temporary export licensing purposes (if loan is international)
- Costs of making a digital facsimile where none exists already
- Export licensing costs (if loan is international)
- Business class travel for one or more couriers in both directions,
- For each case hand-carried on an aircraft a seat must be booked for the case in addition to the courier



- If required, suitable accommodation for the courier(s) on occasions of both installation and de-installation
- Personal expenses of the courier(s) at a per diem rate
- Personal travel insurance for the courier(s) at all times they will be away
- If the exhibition is cancelled all reasonable costs incurred to date will be met by the requesting institution.

### **3. Insurance**

3.1 The Borrower must insure or indemnify all items at valuation determined by SMS. The insurance must be continuous, and against all risks, from the instant they are handed over to the Borrower, or to the Borrower's duly approved agent, until they are received back by SMS. The Borrower shall be deemed wholly responsible for any damage, depreciation or loss. In the case of touring exhibitions a single policy must cover all journeys to all exhibition venues.

3.2 A copy of the insurance certificate must be forwarded to SMS in advance of the date of the collection of the loan.

### **4. Transport and Packing**

4.1 The Borrower shall be responsible for all expenses in preparation of the objects for transport. All packing is ordinarily carried out by SMS. At least two weeks notice must be given of the intended date of collection from SMS.

4.2 transport and packing requirements will be agreed with SMS, at least two weeks in advance of collection.

4.3 Loan items travelling by road must be carried in a suitably equipped vehicle and accompanied by no fewer than two people at all times. The vehicle must not be left unattended and overnight stops should be avoided.

4.4 All packing materials will be retained for repacking and objects will be packed in the same manner as that originally employed.

4.5 Customs formalities are the responsibility of the Borrower. Customs inspections must take at the borrowing institution or at SMS. In the event of a work being unpacked by customs while in transit, SMS must be informed immediately.

4.6 Every care should be taken to avoid exposing objects to high levels or changes in temperature/humidity, or to excessive vibration, during transport.

### **5. Security**

5.1 Security arrangements will be agreed with SMS as maintained by the Borrower at all times during the loan period.

### **6. Care and conservation**

6.1 Items should only be handled by trained or experienced staff of the Borrower or its agents during packing and installation. There must be no unnecessary handling of objects. Instructions should be followed if supplied.

6.2 The Borrower should examine items on receipt and despatch and inform SMS of any damage or missing items.

6.3 Glazing or supports must not be removed even temporarily from pictures, drawings or other objects without permission from SMS. Labels must not be attached to or removed from the canvas, frame or support.

6.4 The Borrower must inform SMS immediately should any damage to, deterioration in the condition of, or loss of items occur. This information must be confirmed in writing. The cost of any repairs or conservation required will be met by the Borrower. Approval must be obtained in writing from SMS prior to any such work commencing.

6.5 Loaned items must not be exposed to any unduly hazardous conditions (e.g. extreme light, damp, excessive handling, noxious substances) throughout the duration of the Loan. The Borrower will be notified of any criteria for any objects which require specific environmental conditions.

## **7. Photography and Reproduction**

7.1 The object(s) must not be individually photographed, filmed, televised or reproduced without prior consent of SMS although there is no objection to general views of an exhibition being taken for press and publicity purposes. All permitted photographs must be credited to 'Staffordshire Museum Service'.

## **8. Catalogues and display**

8.1 After our agreement to lend to the exhibition, SMS will not ask to authorise the academic or scholarly content of the exhibition though our curators are available for consultation on such matters. We do ask:

- That in formally or informally published catalogues the full accession number of our item(s) are quoted in some part of the publication together with the acknowledgement Items belonging to Museum Service Each case label for our item(s) must bear the text Staffordshire County Museum Service. We prefer, but do not insist, that labels and captions bear the full reference numbers(s) of the item(s) labelled.

## **9. Loan period**

The period of loan is from..... to .....

EXIT FORM No. : .....

**I have read and agree to the above loan conditions:**

**Signed by:** .....

**On behalf of .....(The Borrower)**

**Signed by**.....

**On behalf of Staffordshire Museum Service**

***Please return to:  
Senior Museums Officer  
Staffordshire Archives & Heritage  
Shugborough  
Milford  
Stafford ST17 0XB***

***Telephone: 01889 869137***

## APPENDIX 2

### STAFFORDSHIRE & STOKE-ON-TRENT ARCHIVE SERVICE

#### CONDITIONS OF LOAN

##### 1. Requests for loan

1.1 Both Staffordshire & Stoke-on-Trent Archive Service (SSotAS) and.....(The Borrower) agree to abide by these Conditions of Loan unless any modification is agreed between them in writing.

1.2 A formal application for each loan must be made in writing at least **six months in advance of the installation date of the exhibition**. In assessing loan requests, we will consider the condition of the items, the facilities of the institution submitting the request, and the resources available to expedite the loan.

1.3 Requests should be made in writing by the borrowing institution and should contain:

- the location, title, and dates of the exhibition
- the purpose of the exhibition and the role the Service's material will play in the exhibition
- full details of the item(s) requested, **for bound volumes, the opening(s) to be displayed is essential**
- a full facilities report for the premises where the proposed loan item(s) is to be exhibited.

1.3 SSotAS reserves the right to recall any loan item at any time provided that it will not do so except in the event of some compelling and unforeseen circumstance.

##### 2. General conditions of loan

2.1 We will require a formal loan agreement signed by the head of the borrowing institution.

2.2 A digital facsimile of the item(s) will be made by us before the item(s) are loaned, and the cost of this will be met by the borrowing institution.

2.3 No photographs may be taken of the item(s) by the requesting institution or visitors to the exhibition without our prior permission.

2.4 The source of the loan will be acknowledged in full both on the exhibition label for the item and in any exhibition catalogue.

2.5 Two complimentary copies of any exhibition catalogue will be sent to the SSotAS

### 3. Costs

3.1 We expect to be reimbursed in full for all the expenses we incur as a result of our fulfilling loans. Reimbursement will be required to cover all of the following which is not intended to be an exhaustive list:

- Management time
- Curator's preparation time
- Fees for independent valuation-for-insurance
- Conservator's preparation time
- Conservation materials required
- Acrylic cradles/stands/supports
- Condition checks and reporting
- Photography for condition reporting
- Photography for use in catalogues (reproduction fees will also apply)
- Photography for temporary export licensing purposes (if loan is international)
- Costs of making a digital facsimile where none exists already
- Export licensing costs (if loan is international)
- Inner, secondary and outer packaging, boxes and cases
- Transportation of the item(s) on sending to and returning from the exhibition
- Transport agent's costs on outward and return journeys
- Business class travel for one or more couriers in both directions,
- For each case hand-carried on an aircraft a seat must be booked for the case in addition to the courier
- If required, suitable accommodation for the courier(s) on occasions of both installation and de-installation
- Personal expenses of the courier(s) at a *per diem* rate
- Personal travel insurance for the courier(s) at all times they will be away
- Insurance of items in transit
- If the exhibition is cancelled all reasonable costs incurred to date will be met by the requesting institution.

### 4. Transportation

4.1 It is expected that the borrowing institution will appoint a transportation agent.

4.2 In the case of loans to exhibitions abroad, the appropriate export licence and security clearance at the airport must be obtained on behalf of the SSotAS by a carrier or agent approved by the Conservator or Curator.

4.3 It is expected that the host institution will have secure interim storage, in terms of fire and security against physical harm, theft and unauthorised access in which to place cases or crates containing our objects after the couriers arrive at the destination, to be held there until such time as installation can be completed. In reverse, storage in which after de-installation the packed cases or crates can be placed until the couriers can reclaim them on commencement of the return journey. In neither case should this interim storage be for more than 24 hours.

## 5. Environmental and security conditions and procedures

5.1 It is highly desirable that environmental conditions fall within the parameters recommended by BS 4971:2017, *Conservation and Care of Archive and Library Collections*. The borrowing institution must guarantee standards of:

- Ambient temperature levels between 13 and 25°C (60.8 and 66.2°F), with the temperature not remaining above 22°C for the duration of an exhibition
- Ambient relative humidity levels (45–60% RH)
- Stability in ambient relative humidity +/- 5% RH
- An invariant illumination level of less than 50 lux on the surface of the item(s)
- The ultra-violet content of the light should preferably be eliminated (or register below 75 micro-watt lumens maximum)

5.2 In addition:

- Any objects other than normal library collection material that it is proposed be included in cases and vitrines containing our item(s) must be notified well in advance. This will include museum objects and organic material (e.g. animal specimens). The staff acting as couriers will expect to carry out independent checks on environmental conditions during installation and de-installation. The borrowing institution must guarantee the security of items at all times they are within the borrowing institutions premises and the exhibition gallery. If the borrower, for reason of security, wishes to withhold precise details of alarm systems, please make that clear.
- Cases and vitrines must be fitted with full security alarms, locally sounding and centrally monitored.
- There must be fire and intruder alarms covering the gallery containing our objects.
- The gallery should be fully locked, secured and intruder/fire alarms set during closed hours.
- Security guard patrols should be made during closed hours around the gallery.
- Security guard or custodian presence must be maintained at all times the exhibition and gallery are open.

5.3 **Installation and de-installation.** SSotAS staff will handle the item(s) at all times. This includes unpacking the cases immediately containing the loaned item(s). If it is necessary or desirable that the borrowing institution's conservators, curators or specialist staff handle the item(s), permission of the SSotAS staff present must be sought.

- At an appropriate time before installation a Conservators report on the condition of the items must be agreed and signed with the installation day's date by both the SSotAS and the institution's authorised staff.
- At an appropriate time after de-installation a Conservators report on the condition of the items must be agreed and signed with the de-installation day's date by both the SSotAS and the institution's authorised staff.
- The SSotAS staff acting as couriers will expect to photograph for record purposes both the installation and de-installation of the SSotAS items.

- The senior curator and/or the registrar is expected to be present at both the installation and de-installation so that the SSotAS couriers can refer questions relating to the fulfilment of the formal agreement to the curator or registrar.
- After condition reporting and installation the cases will be locked in the presence of the SSotAS couriers and the security alarms set, and the alarms will not be unset and the cases will not be unlocked or opened until the couriers return to de-install the item(s).
- The SSotAS couriers have authority to refuse to proceed with the loan if for any reason they have objections to the manner in which the objects are treated or if in their opinion the agreed conditions are not met.
- The borrowing institution will be liable for any damage sustained by the item(s) during the period of the loan.

## 6. Catalogues and display

6.1 After our agreement to lend to the exhibition, SSotAS will not ask to authorise the academic or scholarly content of the exhibition though our curators are available for consultation on such matters. We do ask:

- That in formally or informally published catalogues the full classmarks of our item(s) are quoted in some part of the publication together with the acknowledgement *Items belonging to SSotAS* Each case/vitrine label for our item(s) must bear the text Staffordshire Archive Service. We prefer, but do not insist, that labels and captions bear the full reference numbers(s) of the item(s) labelled.
- The design of acrylic cradles/stands/supports must be agreed between SSotAS and the borrowing institution well in advance of the installation date, and SSotAS's decision is final.  
We shall wish to be advised at a reasonable time before installation what other material from which institutions will be included in the cases or vitrines containing SSotAS material.

## 7. Loan period

The period of loan is from..... to .....

EXIT FORM No. : .....

I have read and agree to the above loan conditions:

Signed by: .....

On behalf of .....(The Borrower)

Signed by.....

On behalf of Staffordshire & Stoke on Trent Archive Service

Please return to:  
Senior Conservator  
Staffordshire Record Office  
Eastgate Street  
Stafford ST16 2LZ

Telephone: 01785 278375



## APPENDIX 3

### STAFFORDSHIRE MUSEUM SERVICE TERMS AND CONDITIONS for LOANS IN

*The Borrower is Staffordshire Museum Service (hereinafter referred to as 'the Museum'). The Owner or Lender is the person named on page one of the Loan in Agreement. The Museum greatly appreciates the Owner or Lender's generosity in allowing this loan. The Terms and Conditions protect the Lender, the Item(s) being lent and the Museum.*

#### **Duration of Loan**

1. The loan will be for the fixed period outlined in the Agreement.

#### **Costs**

2. The Museum will bear the cost of borrowing Item(s) for any of its permitted loan purposes where to do so is in the public interest. This may include cost of transport, couriers, photography, exhibition preparation, lenders' fees, independent valuation, and preparation of Item(s) for display or study.

#### **Care**

3. The Museum will extend the same general level of care and security to loaned Item(s) as it does to its own Collections. The Museum may agree to additional measures of care and security **at the request of the Owner** or on the advice of specialists.

4. The Owner's written permission will be sought by the Museum before any interventive conservation work is carried out either to an Item(s) or to any accompanying part of it, e.g. a frame or display box. Such conservation work will only be carried out in order to protect the Item(s) or the public. All conservation expenditure will be agreed with the Owner before any work is undertaken or contracted.

5. In cases where the Museum has undertaken conservation, it may seek to recover all or part of such costs should the loan be terminated prematurely at the Owner's request.

6. Except in the case of proven negligence on its part or the part of its staff, the Museum does not accept liability for loss of or damage to or deterioration in the Item(s) lent.

7. The Museum is under no liability for the loss of, or damage to, the Item(s) arising or flowing from the condition (including inherent vice or a pre-existing flaw) of the Item(s) at the time of its loan.

8. The Museum is under no liability for the loss of, or damage to, the Item(s) arising or flowing from war, hostilities or war-like operations, but excluding acts of terrorism, riot, civil commotion, piracy and hijacking.

9. The Museum is under no liability for loss of, or damage to, the Item(s) arising or flowing from the negligence or other wrongful act of the Owner, his servants or agents or for claims by third parties claiming entitlement to the Item(s)

10. If any Item is damaged or there is a loss e.g. theft, the Museum will immediately inform the Owner.

11. The Museum reserves the right to remove Item(s) to a place of safety in the event of an emergency.

12. If the Museum wishes to display the loan Item at any location other than the one at which it was originally delivered written permission will first be sought from the Owner.

13. If, during the period of the loan, the Owner removes the Item(s) from the Museum's premises, all conditions of the loan and any indemnity or other undertaking on the part of the Museum are considered void until such time as the Item(s) is returned in the same condition to the Museum.

## **Valuation, Indemnity and Insurance**

14. No Item(s) will be accepted on loan to the Museum without a valuation agreed by both the Owner and the Museum. If the Owner and the Museum cannot agree a valuation, an independent assessor should provide one, the cost of valuation to be met by the Museum.

15. The Museum will ensure that loan objects are insured through Staffordshire County Council's insurance scheme. The items will be borrowed at the Museum's risk.

16. Insurance cover will come into effect from the date specified in Loan agreement. Insurance will cover the transportation of the Item(s) to and from the Museum to the Owner or their agent, if the Museum or its agent carries out the transit. If the Item(s) is delivered or retrieved by the Owner or their agent, they must ensure it is adequately insured while in transit.

17. A copy of Staffordshire County Council's insurance certificate will be provided to the Item's Owner.

## **Display**

18. The Museum cannot guarantee to display Item(s) lent to it.

19. The Museum will have absolute discretion in all matters of display and/or study or research access, including the location within the public galleries, the method by which the material is displayed, the content of any accompanying text and the choice of any photographs, unless specifically agreed otherwise with the Owner.

20. Item(s) lent to the Museum for the purpose of exhibition will not be operated, worn, entered into or climbed onto without the Owner's written permission and then only if in the judgement of the Museum such use is safe and not detrimental to staff, the public and the loaned Item(s).

21. Functioning Item(s) lent to the Museum for the purpose of exhibition will not be operated without the Owner's written permission, however Museum staff may climb onto or enter large exhibits to carry out cleaning, condition checks or to move an Item(s) to a new location (not under its automotive power).

## **Photography**

22. In general, the public may photograph Item(s) on display in public galleries for their own private use, including Items on loan for three or more years.

23. The Museum retains the right to disallow all photography by members of the public in a space where loans are included in temporary exhibitions, or where the subject matter is contentious or sensitive. Photography may also be disallowed in order to protect vulnerable Item(s) from light damage.

24. Any photographs taken by the Museum for record or publicity purposes remain the copyright of the Museum. The Museum will seek the Owner's consent to the use of such photographs and due acknowledgement will be made that the material is illustrated by permission of the Owner.

25. No fees will be paid by the Museum to the Owner for use of photographs in which the copyright rests with the Museum.

26. If the Owner agrees that a photograph may be taken by a third party, the Museum reserves the right to charge the third party a 'facility fee' to cover access to the material for those purposes.

## **Ownership**

27. The Owner must have legal title to the item(s) and can lawfully lend the item(s) to the Museum for the duration of the loan. The Owner is not aware of any past, present or potential claim to the Items by a third party.

28. The Owner and/or his agent is asked to keep the Museum informed of any changes of Ownership of the Item(s) or changes in contact details of the Owner during the period of the loan.

29. In the case where Ownership of the Item(s) has changed during the period of the loan a new loan agreement with the new Owner will be required for the loan to continue. The new Owner will be required to prove their legal title to the Item(s) prior to its being despatched to them or prior to the signing of a new loan agreement.

30. If the Owner wishes to sell the loaned Item(s), the Owner must notify the Museum as soon as possible in order to terminate the loan and arrange for the return of the Item(s) to the Owner with minimum delay.

31. If, at the end of the loan period, the Owner cannot be contacted and after all practicable measures to arrange the return of the Item(s) have been taken, the Museum reserves the right to accession the Item(s) in order to be fully accountable for it.

### **Termination**

32. The Museum or the Owner may terminate the loan with three months' notice in writing.

33. The Item(s) must be removed within the notice period.

### **Renewal of Loan or Extension of Loan Period**

34. If an **exhibition** loan in is to be renewed, the Owner should receive a renewal request **as soon as possible** before the loan expires.

35. If a **long-term** loan in is to be renewed, the Owner should receive a renewal request **three months** before the loan expires.

### **Third Parties**

36. Item(s) loaned to the Museum will not be lent to a third party without the prior written consent of the Owner.

### **Resolution of Disputes**

37. This agreement shall be subject to the Laws of England **unless agreed otherwise with the Owner**. In the event of any dispute or difference between the Owner and the Museum, both parties will attempt to resolve such dispute or difference without recourse to a third party. Should it prove impossible to resolve such dispute to the satisfaction of both parties, the dispute shall be referred to and determined by a sole arbitrator, appointed by agreement between the Owner and the Museum, or, in default of agreement, by the President for the time being of the Law Society.

### **Additional Conditions for loans in from outside the United Kingdom**

38. The loan must be made in accordance with all applicable national and international laws, conventions and agreements.

39. The Item(s) must leave the United Kingdom at the end of the exhibition and be returned to the Owner either immediately or at the completion of a travelling exhibition through multiple countries.

**END**

