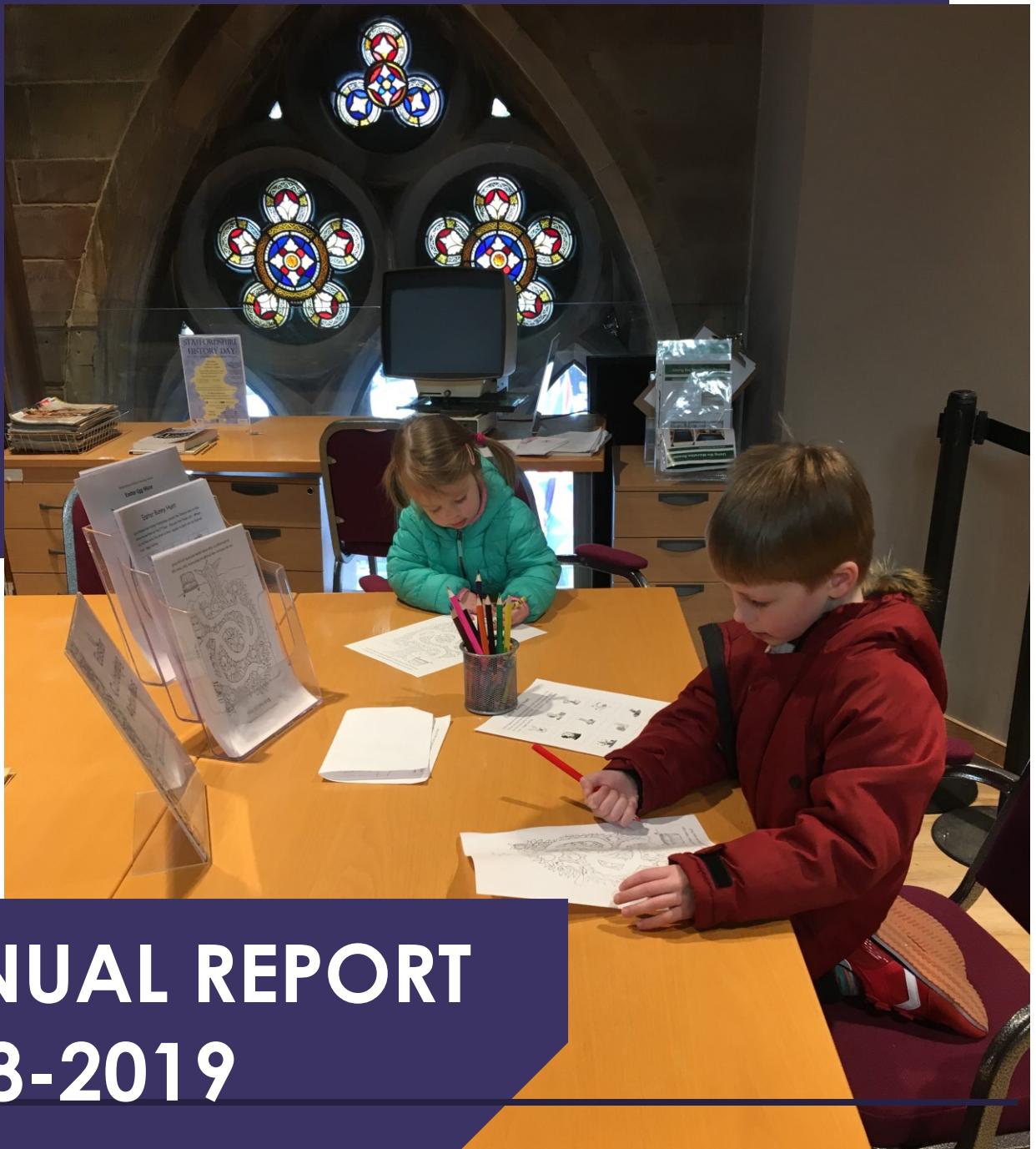


Staffordshire & Stoke on Trent Archive Service



ANNUAL REPORT 2018-2019



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EXECUTIVE SUMMARY

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

The year was a mixture of successes but also disappointment. The key highlights were:

- Opening the new Lichfield History Access point in December 2018 which has welcomed lots of new visitors.
- Completing the Doulton Described project opening up access to this important collection.
- The conclusion the WW1 centennial commemorations with a very successful project to digitize the Jake Whitehouse collection.
- Achieving a step change in digital preservation through participation in the Archives West Midlands regional project and acquiring the Preservica system.
- Securing funding for the County Asylums project from the Wellcome Trust
- Securing funding for the Bawdy Courts project from the Archives Revealed grant.
- Maintaining high levels of customer satisfaction and numbers of compliments.
- Sustaining attendance levels to events, talks and group visits.

The major disappointment was the rejection of the round 2 Heritage Lottery Application for the Staffordshire History Centre project in September 2018. However the team successfully regrouped to present new plans and gain support from the Joint Committee and Staffordshire County Council's Cabinet to try again for funding in 2019.

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.

Joanna Terry
Head of Archives and Heritage

FEATURED PROJECTS

Lichfield History Access Point

On 17 December 2018 the new Lichfield History Access Point (HAP) opened in Lichfield Library at St Mary's. Since the successful opening of the new Library and HAP we have recruited and trained ten new Local Studies Volunteers who now provide a point of contact for users on Mondays, Wednesdays and Thursdays. Staff have delivered many 1-2-1 sessions helping users to start or to overcome obstacles on their family history journeys.

Over the Easter holiday we successfully trialled children's colouring activities in the HAP to compliment the Library's Easter egg hunt. We are going to be building on this with more engagement activities planned for half term and summer holidays



Volunteers and staff have catalogued the over 900 local history books and other publications that have been rehoused in the HAP. These join the wide range of microfiche and microfilm resources which were already catalogued and are also available in the HAP.

Staffordshire History Centre

During 2018/19 Staffordshire County Council's Archives and Heritage Service and the William Salt Library Trust made a Round Two application for £3.9m to the Heritage Lottery Fund (HLF) supported by £1.8m of fundraising, in kind contributions and matched funding from the partnership. On 26 September 2018 HLF informed us that the project had been unsuccessful at Round Two. The Staffordshire History Centre project was one of five projects which was rejected out of a total of twenty national second round applications.

The project was reviewed by the project board and Staffordshire County Council's Cabinet and a renewed round 1 application was submitted on 28 May 2019. The new application refocuses the project on placing heritage and the heart of the community. The outcome of the latest bid will be known in September 2019. In the meantime, stakeholders continue to engage with and support the project.

Doulton Described

March 2019 saw the completion of the Doulton Described Project, funded by the National Cataloguing Grant Scheme (now Archives Revealed). In 2015 the Art Fund gave the Minton Archive to the City of Stoke on Trent. The archive of Minton's itself already had a catalogue which we worked to get online and have since enhanced with the Minton Archive website.



There were over 600 boxes of archival material from Royal Doulton, the company which had bought Minton in 1965 and which had bought or merged with many other companies on its way to becoming one of the largest pottery manufacturers in the country.

Great War Centennial Commemorations



The Jake Whitehouse Collection

During 2018 we were able to digitise an important collection, held privately of postcards and photographs collected by 'Jake' Whitehouse over a lifetime's research. This collection of postcards illustrates his wider interest in local history and the Staffordshire landscape. The project was supported by a grant from the Heritage Lottery Fund of £7,400.

Many of these postcards provide context for the Great War Camps on Cannock Chase. They show the places the troops would have frequented during World War 1. Thanks to the support of our key partners, Berkswich Local History Society, Friends of Cannock Chase, Landor Society, Museum of Cannock Chase, a team of 21 volunteers researched caption information, dates and locations for all 1,700 images and entered them into the website database. They contributed over 1100 volunteer hours.

Towards the end of the project, the Friends of Cannock Chase gave a guided tour for pupils from **Etching Hill Primary School** of the World War 1 site of Brindley Hospital and the reconstructed Great War Hut at Marquis Drive, both on Cannock Chase.

March 2019 saw our final WW1 Centennial Conference. The conference focused on reflection of the achievements over 5 years of the Centennial. The outcomes and impact of the strategy were:

Outcome	Achievements
Increased awareness and engagement across a range of audiences	 56 community projects 315,542 online engagements
Increased number of visitors	 775,623 visitors
Increased awareness among children and young people	 4 projects involving young people
Investment	 £255,000 of external funding

Ten conferences were delivered by the Archive and Heritage Service with 478 attendees in total. Sixteen SCC supported projects with £255,000 of external funding, where over 373,000 people were engaged. Full evaluation of the project will be published later this year.

Regional collaboration and support

The service benefited from participation in an Archives West Midlands (AWM) project on digital preservation supported by £7,635 of funding from The National Archives. This project has now successfully completed AWM:

- Hosted four workshops on digital preservation
- Developed a template Digital Preservation Policy, Accessioning Guidance, and Guidance for Depositors
- Made a presentation to West Midlands SOCITM (Society for IT practitioners in the public sector)
- Hosted an information-sharing event with Archives First, who also received a grant from the Sustainability Fund

As a result of the project the Archive and Heritage Service reviewed its Digital Preservation Policy and joined a local government consortium to acquire Preservica, a digital preservation system.

The Archive Service provided conservation support for Walsall Archives assisting them with a relocation to the central library. The contract has now ended due to the maternity leave of the Conservator at Staffordshire Record Office. Strategic support continues to be provided for Sandwell Archives Service by members of the Archive and Heritage Management Team. Both contracts brought in additional income for the service.

PUBLIC SERVICES

Onsite services

This year we delivered 58 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 monthly with an active programme of talks. We welcome new members. We also continued our exhibits of interesting documents at Staffordshire Record Offices.

This year we saw an overall reduction of 15% in the numbers of personal visitors to the Archive Service, some of which was accounted for by the closure of Lichfield Record Office. This is a 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 less than 1%. As users of microfilm and microfiche decline, visitors consulting unique original documents become more significant.

Consulting Users and Partners

The Survey of Visitors to British Archives took place this year. This resulted in a satisfaction rate of 100% (very good and good) (+1%) for our service overall, based on returns from 147 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:

Category	Rating	% change
Ease of finding Record Office	97%	+4%
Opening hours	84%	-1%
Physical access	95%	+1%
Visitor facilities	89%	+27%
Quality of catalogues, indexes etc.	98%	+4%
Quality of online catalogue	89%	+1%
Usability of online catalogue	89%	+1%
Waiting time for production of original documents	97%	-3%
Microform facilities	95%	-3%
Copying services	93%	-5%
On-site IT facilities	95%	-2%
On-site IT speed	81%	-11%
Availability of staff	100%	=
Attitude of staff	100%	=
Quality of staff advice	100%	=

Across the service overall, as usual, there were minor fluctuations in scores both up and down. The one area where there was a significant increase in satisfaction was regarding visitor

facilities, despite facilities not changing during the course of the year. There was also a significant decrease in satisfaction with the speed of the public computer network, which is an ongoing issue is regularly referred to Staffordshire ICT.

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.

Online services

Digitisation Projects

We are grateful to the Friends of the Staffordshire and Stoke on Trent Archive Service (FoSSA) for their fundraising efforts, which have enabled the digitisation of the Staffordshire Tithe Maps, and their viewing on computers at libraries and record offices in the county and the city. A contractor has been appointed and digitisation will start in June 2019.

Staffordshire Name Indexes Online

During the year we have extended two indexes of use to local and family historians alike. In addition, significant progress has been made by our volunteers on new indexes for presentation in 2019/2020. We are grateful to the volunteer groups at all of our service points, without which this helpful website would not be possible.

The index to the Michelin UK staff magazine "Bibendum" has been extended. The magazine provided news about changes within the company, staff personal news, works sports clubs, etc., and the index enables family historians to build up a more rounded picture of their ancestor's working life.

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 1610-1780.

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 aftermath of the closure of Lichfield Record Office and the transfer of the collections to Staffordshire Record Office.

Major additions to the online catalogue include the Dyott family of Freeford; the Wychnor estate; the Charles family of Pelsall; additions to the Lichfield Diocesan collections; a large number of smaller collections held at Lichfield Record Office and William Salt Library.

In addition, 303 "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 18% to 54,802, whilst visits to the online catalogue, Gateway to the Past have declined by 68% to 40,584. The latter is due to an unexplained change in the way that Google Analytics calculates visits. Visits to the rest of our online resources, including websites such as the Staffordshire Name Indexes and online exhibitions, increased again by 1.3% to 50,062.

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 20%, and Twitter followers, up by 8%. Statistics for social media are in Appendix 1 at the end of the report.

COMPLAINTS, COMMENTS AND COMPLIMENTS

During the year the Service received two complaints and ninety-four compliments. The complaints were both informal stage 1. The first related to a misunderstanding about misplaced documents and it was clear the user had mixed up the record office with another council office, it was not upheld. The second concerned the quality of photographic images supplied of documents which were quite creased. The Senior Conservator advised the images were good quality but offered to carry out additional conservation treatment for additional cost to the customer. The complaint was not upheld, and no further response was received.

The compliments tended to cover excellent and very rapid service for customer orders and staff helpfulness and quality of advice. One user, Bernadette Russell, was particularly grateful to the service for its assistance in tracing information about her grandmother admitted to the Burntwood County Asylum in the 1930s. Following an agreed process with the health authority permission was granted for the family to access the case notes. Additional advice from archivists enabled the family to trace the unmarked grave for their relative. They were able to visit and place flowers and a cross to mark the grave. It clearly made an impact on the family:



L: Alyson Bourne, Bernadette Russell, Gemma Or, Baby Noah Or, Andrew Bourne.

R: Carl and John who maintain the cemetery with Bernadette Russell.

Photographs courtesy of Bernadette Russell.

On behalf of my family, I would like to thank you, also other members from your wonderful team. I thank you from the bottom of my heart, I mean it most sincerely, for helping us find Alice Hughes' place of rest. Every single person, that I contacted throughout this quest, went above and beyond to help me.

ENGAGEMENT, LEARNING AND VOLUNTEERS

Events and Exhibitions

During the year we held a study day in partnership with the Victoria County History and also an archaeological event with the Historic Environment Team. We also held a study day with Prof. Tomkins of Keele University on Paupers in the 18th century. In May 2018 we held our Staffordshire History Day in partnership with Birmingham and Keele Universities. The Anglo-Saxon will of Wulfric Spot went to Tamworth to support their Aethelflaed celebrations. In addition we:

- Went to Codsall Village Hall to support their local history weekend
- Supported two events at St George's hospital
- Went to Sandon village fete
- Held an open day at the William Salt Library
- Took the Staffordshire Appeals exhibition to Burton

Placements

There were 3 schools placements at Stafford this year, and one university student on placement. In addition we supported teaching events for post graduate students at Keele University, we also supported young learners (16-18) project about the aftermath of WWI.

Volunteers

At the Museum as well as their usual collections care, digitisation and documentation roles the museum service volunteers have been involved in three main projects this year. This included preparation of collections during and after the collections move from Shugborough to Beacon Business Park. Support for curating exhibitions and the Jake Whitehouse website project.

Our former Lichfield Record Office volunteers are continuing working on the Copy Wills, card index 1858-1928 working remotely to do this. Approximately 4,700 index cards have been entered onto spreadsheets to date. We have been really pleased to retain Lichfield volunteers after the Record Office with some supporting the History Access Point.

At Stoke the groups of former Michelin employees and former members of the 16th/5th Lancers have continued to assist the service by working on the archives of their organisation. Membership of the Michelin group continues to grow. Individual projects include: the compilation of an index to the Stoke-on-Trent Poor Law Guardians minute books, the compilation of an index to servicemen mentioned in the Sentinel newspaper during World war II, the description and research of photographs from the Bentley slide archive and putting them onto the staffspasttrack website. The Doulton Described Project benefited greatly from volunteer input.

At Stafford our Tuesday groups are still going strong:

Quarter Session rolls listing continues to progress with the Latin indictments listed back to 1627 and prosecution briefs, which are, so far catalogued up to 1915, almost 700 cases. This project shows real dedication. Since June, good progress has been by the **Parish Rights of Way**

surveys project. 37 out of 184 surveys are now available on Gateway to the Past. Magistrates Records and Felony projects were both completed in July. The indexing of the Littleton Letters continues and the indexing of building plans for Leek Rural District has been completed. Work continues on transcribing the Gothard Diaries.

The **digitisation volunteers** have completed the CP65 photograph collection and have now made a start on the first two volumes of motor vehicle registration indexes.

Amongst many other things volunteers have been working on indexing references to parents of illegitimate children found in the poor law collections with nearly 11,000 entries so far and putting catalogues on to CALM such as the Hilton Hall Estate papers the Neville, Jennings and Clifford, solicitors papers and Blagg, Son and Masefield of Cheadle, a large solicitors' collection.

This year the **preservation volunteers** have completed repackaging the Bagnalls Locomotive collection and the Electoral Registers, which they were continuing from last year. They have also repackaged the records of the Philips family and they have recently started working on the Glebe Terriers, which require cleaning, putting into date order, numbering and packaging.

We have a number of projects working in partnership with Universities, not least volunteers working on the **Flood and Drought Project** as part of our Collaborative Ph.Ds with Liverpool University. **Helen (Flood)** has had two volunteers working with her. The spreadsheet created was used to extract the numerical data (prices, volumes sold) and will be made available online.

Alice's (Drought) volunteers have worked through diaries, farm reports, and other material. This resulted in over 80 years of daily weather recording, and helpful notes on the contents of all these documents, which will be added to the catalogue.

On Friday Mornings we have been working with Prof. Alannah Tomkins, supported by Dr. Pete Collinge on the Pauper vouchers in our parish collections. This pilot led to funding for a larger project across the country whilst here in Staffordshire the project has gone from strength to strength, enhancing our catalogues and providing some really interesting stories coming out on the project blog.

The Place-name project run in conjunction with Nottingham University

At Stafford the volunteers have collected over 4,000 field and minor names so far this year whilst at Lichfield they have made c. 5440 entries. These names have been entered into our online database (staffordshireplacenames.esdm.co.uk). The volunteers are now focusing particularly on collecting names in the hundreds of North and South Totmonslow. Most of the volunteers attended a series of palaeography workshops in the spring provided by the project.

The Victoria County History Group has been working with Dr. Andrew Sargent of the VCH and Keele University. The volunteers have been working their way through the volumes of Collections for a History of Staffordshire, pulling out references to the townships and parishes of the Uttoxeter region.

Other volunteers have continued to work on the **Bradford papers** and the **Wills** project. The wills index will soon be increased by a further 20 years.

Having volunteered on cataloguing projects in the past Caroline Hillman has just started a new volunteer project looking at the records of children in care, whilst at the same time carrying out research on volunteering and young people for her master's course in Archives and Records Management. This project is specifically targeting young volunteers in the age range 18-24.

COLLECTIONS MANAGEMENT AND DEVELOPMENT

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 120 separate accessions were received from private and external official sources, including 4 accessions from the Diocese of Lichfield, and we also received 10 accessions from within the County Council and the two County Coroners. In addition to the number of accessions received, we counted an additional 35 contacts from or to members of the public and local organisations holding records but where no records have as yet been deposited, or where people have been referred to different repositories. Taken together with the number of accessions received, this amounts to a total of 155 approaches or contacts concerning collections for the year, from external sources, roughly in line with previous recent years.

The total volume of all collections was 11.6 cubic metres or about 386 archive boxes. This includes a large quantity of local studies material taken in from Staffordshire Libraries which has affected the percentage of catalogued collections this year. We have continued to put as much resource into cataloguing as possible because, without it, the public cannot access the collections in our care. We fully catalogued 106 out of 130 permanent accessions, although by volume this represents only 24.7% of the physical quantity. This is lower than our target because of the bulk of the library local studies material, whilst project work at Stoke City Archives has also diverted some cataloguing time. Appraisal and weeding has been required for a few collections which contributes to cataloguing time.

All new uncatalogued collections have at least a basic summary available in our online catalogue so that the public can be made aware of them and ask for further information. The overall figures for the proportion of archives with either a full or partial finding aid online also increases each year, due to the inputting of old paper lists and referencing uncatalogued material, for instance for the Diocese of Lichfield collection.

New Accessions

Staffordshire Record Office

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life. Although it is sad to note that many come from organisations that are closing down, we are always pleased to have such records brought to us.

School log books for the 19th and 20th centuries from Eccleshall and Croxton (7619), Leek (D7623) and Codsall (D7696).

One man personally brought items all the way from Canada, for both the Museum Service and the Archives, relating to a draper of Brewood (7620), and a couple from the Netherlands brought some items for the Bridgeman family collection (7624). We are always impressed by the effort people make to deliver documents back to their home county, and wish to thank again all our donors and depositors, from this county and far beyond.

Local organisations include papers of a local campaign against HS2 (D7630) and against a school closure (7648), the National Trust group for the Kinver Rock Houses, who also assisted

in producing a catalogue and packaging their documents (D7631). We were pleased also to take a collection of the Stafford and District Military History Society, which not only included some Home Guard records for Baswich, but the society's albums which feature the late Jake Whitehouse, researcher into the Cannock Chase camps.

One of the collections from an organisation that has now closed is that of the Community Council which supported rural communities. As part of a survey in the 1970s of village amenities there is a collection of village hall plans including attractive architects' sketches from the 1940s-1950s (7657).



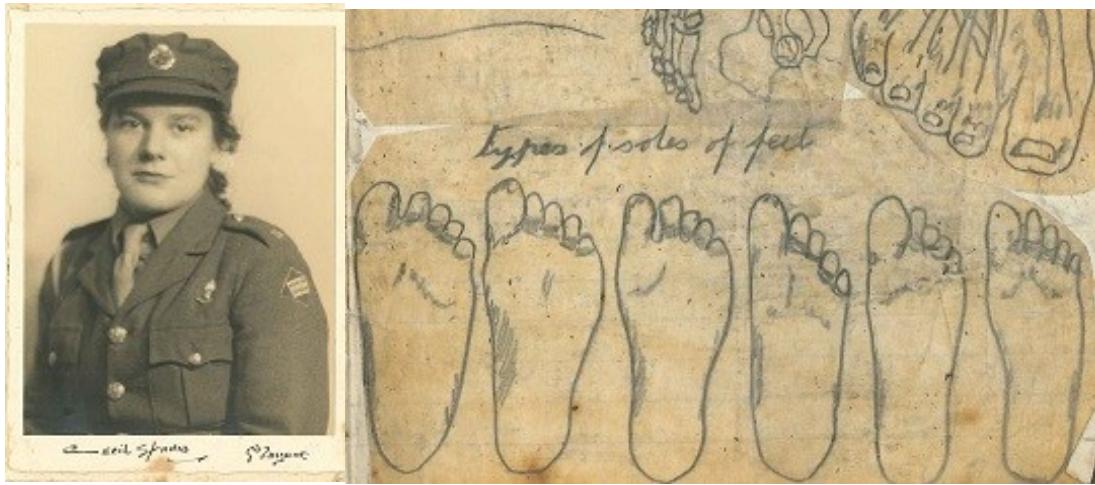
Codsall Village Hall

By far the largest collection is the local studies archive from Newcastle-under-Lyme Library which consists of Methodist records including 19th century baptism registers, school records, district council records from both Newcastle and Wolstanton including minutes and rating records, electoral registers, records of local societies, and personal and family papers (7660).

Our Friends organisation FoSSA also purchased a labour account book for the Chillington estate for the 1820s, showing work carried out on various estate buildings and lands (7645)

More 19th-20th century records relating to local hospitals were deposited including St George's Hospital, Standon Hall Orthopaedic Hospital, and the Infirmarys of Stafford and Cannock (D7635).

Miscellaneous items including a contemporaneous report on the Fauld explosion in 1944 (7621), memorabilia of a Staffordshire woman in the ATS in the 1940s (7659), an account book for Bilbrook WVS which includes lists of serving soldiers who were sent Christmas parcels (7703), studies in foot anatomy by a Lotus trainee (7699), and engineering drawings by an English Electric trainee (7695).



ATS service woman

Studies in foot anatomy by Lotus trainee

We continue to collect from parish churches, including some closed churches. Larger collections came from Leek, Walsall and Barton-under-Needwood. Among several civil Parish Council collections are those which have never before deposited which include their first minutes from 1894, from Brocton (D7661), Fawfieldhead (D7685), and Wrottesley (D7686).

Services to Staffordshire 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 the deeds requests have reverted to their usual levels, and the deeds clerk increasingly locates and scans relevant documents so that fewer deeds leave this site. The deeds clerk supported the legal section as the team vacated Place 2, by checking back in all withdrawn deeds, a large piece of work which was crucial for the security for the Council's deeds.

Figures for the previous year, 2017/2018, are given in brackets.

Number of deed packets retrieved and issued: 583 (1,042)

Number of new deed packets accessioned and indexed: 413 (501)

Deeds work for Fire Service: 30 new deed packets accessioned and 10 deed packets retrieved and issued.

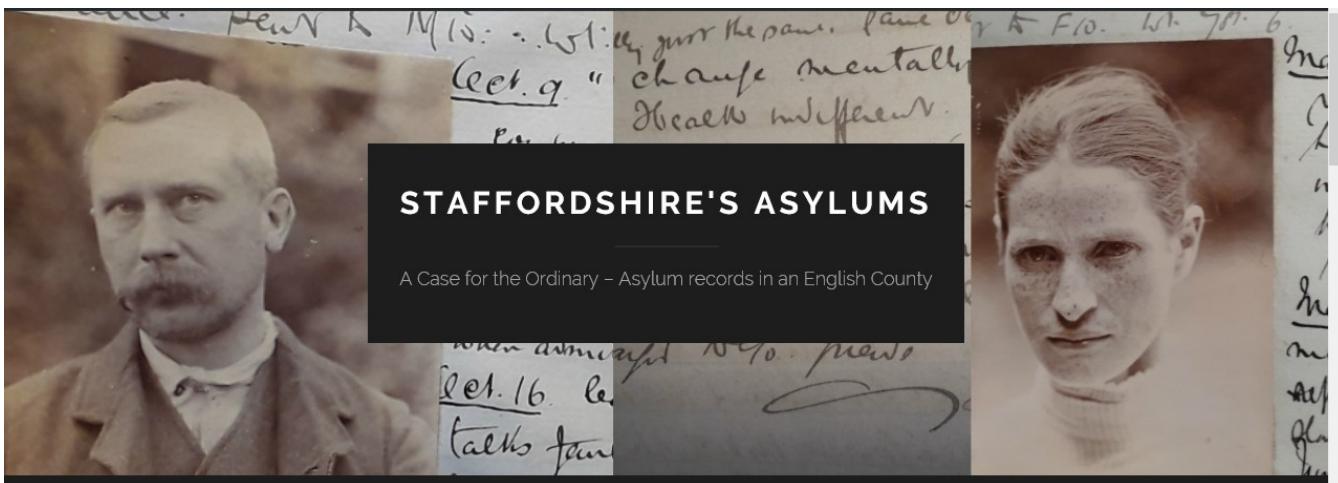
Volumes of SCC committee minutes catalogued: 21 (24)

Cataloguing Progress

Two major grant-funded cataloguing projects began at the beginning of 2019 at Staffordshire Record Office.

Wellcome Trust grant: 'A Case for the Ordinary: The Patient Experience of Mental Health Care in Staffordshire'

Staffordshire Archives and Heritage's project will uncover the history of Staffordshire's three County Asylums. The project will focus on the patient experience as we catalogue case records from the period 1818-onwards. The major research resource produced by the project will be a database of information extracted from the case notes that can be used for social and medical history research. In addition, we will create an online index to aid family historians. Whilst access is restricted to records which are less than 100 years old, earlier material is available for research. During the 2-year project we will also create a touring exhibition and offer a series of talks at venues across the County about the history of mental health care in Staffordshire.



In 2019 we will call for volunteers to research the personal histories of some of the Victorian patients, so we can have a more rounded picture of the people who spent so much of their lives in these huge and all-powerful institutions. Research and progress will be shared in a blog.

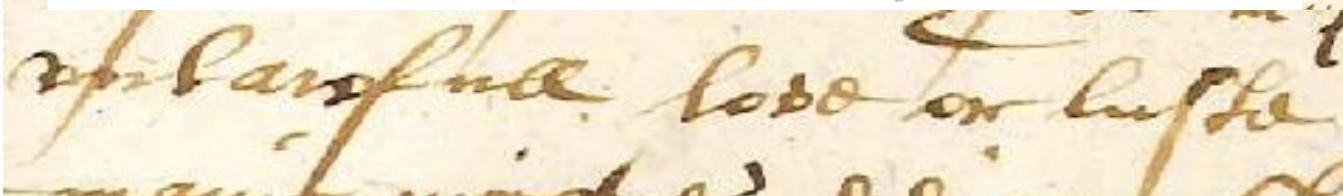
Archives Revealed grant for 'The Bawdy Court of Lichfield' project '

We were delighted to learn in the summer of 2018 that our grant application had been successful. This 2-year project got under way in March 2019, generously funded by a grant from the Archives Revealed Programme. The subtitle, 'scandal laid bare, strife uncovered and beautiful buildings revealed', encapsulates the content of the church court records. The term Bawdy was applied due to the scandalous nature of cases concerning slander, adultery, breach of marriage contracts and marital separation on numerous grounds. Witness statements are detailed and really do lay out for all to see what was going on (or rumoured to be) in communities.



The Bawdy Courts of Lichfield

- Scandal laid bare, strife uncovered and beautiful buildings revealed -



During the project we will be seeking volunteers to work with us, and progress and research results will be shared through a new blog. Outreach activities are also planned during the two years.

Last year the Archive Service was recognised for best practice in this area and we continue to develop new projects for volunteers while continuing to support long-running activities. Our Archives Revealed application was commended for its excellent public engagement plan and has been used by the grant funders and the UCL archives MA course as a model. This year volunteers began detailed cataloguing of the early Public Rights of Way files, which has been immensely helpful to all involved in rights of way. Andrew Kirkham, senior Spatial Information Office for the Council gave the project team a talk about the history of the County's role in rights of way, which was immensely valuable.

This year a major target was to make the remaining paper catalogue available through Gateway to the Past. Due to the complicated nature of this work professional staff have led the bulk of this work, with remote volunteers with typing skills where possible.

Stoke on Trent City Archives

The Revealing Voices Project, which has been reported on in previous years was an HLF funded project to digitise the tapes of Arthur Wood, broadcaster and producer of educational programmes for Radio Stoke. Over 600 interviews and completed programmes, undertaken in the 1970s and 1980 have been transferred from the original tape, digitised and indexed by volunteers under the supervision of the Potteries Heritage Society and Jane Wood, Arthur's daughter. They are now deposited with the Archive Service (SD1820) to be accessible in the long term the memories captured go back to the turn of the twentieth century.

The Personal and Commercial papers of William Moorcroft, the potter and founder of the firm which bears his name (SD 1837) were collected together by his daughter Beatrice to form the basis of a biography. By providing an insight into the personal element that went into the

development of a successful pottery company they provide a valuable complement to the existing ceramic collections at Stoke.

The papers of Dr Richard Talbot (SD 1815) are the fruit of the many years work by the distinguished local historian and author. Celebrated for his work on Penkhull, Dr. Talbot's collection of both original records, substantial series of records copied from the National Archives and newspapers will prove essential to future historians of Stoke.

Other collections received include additions to the archive of the 16th/5th Lancers, and small but interesting collections from designers and engravers within the pottery industry revealing the extent to which building a portfolio of work was a necessary part of working life. The work of independent photographers and volunteers is represented in the collections of Audrey Tonge,(SD 1822) who photographed all the bottle ovens in the city in the 1990s, some of them now lost, and the detailed record of the last ever bottle oven firing in the city in 1978, recorded by Brian and Maureen Colclough (SD 1838). An interesting record of Swinnertons the catering company was received in the form of an annotated newscuttings volume. (SD 1824).

Lichfield collections

The continuing work following the relocation of the collections from the former Lichfield Record Office has included a number of new entries in the online catalogue for Diocesan collections, particularly those relating to individual parishes and appointments 1888-1983 and ordinations 1662-1957 (52 boxes in total), also tithe redemption certificates, glebe exchanges and surveys under Queen Anne's Bounty (14 boxes). Further detailed cataloguing work still needs to be carried out but these summary descriptions will enable people to access the material. A large collection of recent faculties deposited the previous year has also been input in summary form (613 files).

PRESERVATION AND CONSERVATION

Some notable pieces of work this year are:

- **Lichfield Cathedral**
The Senior Conservator carried out treatment to enable exhibition of a Sacrists roll dated 1342 from Lichfield Cathedral. This was loaned and displayed in the Anglo-Saxon Treasures exhibition in the Chapter House during January and February this year.
- **The Preservation volunteer group**
The group completed the work of repackaging and housing the Electoral registers for the County. They are currently working on the cleaning and repackaging of the Glebe Terriers.
- **Bradford Exemption project**
A good start was made with 40 files of material being removed from old poor-quality housing and being cleaned and repackaged into archival quality material.
- **Exhibitions**
For County Buildings; “St Georges Hospital Stafford – 200th anniversary”, Treasures from Lichfield” and “A Year in Review”

Conservation statistics	2018/9
Paper leaves treated	1057
Parchment membranes repaired	12
Maps and Plans repaired and bound	272
Volumes Bound	23
Items mounted for Exhibition	57
Items encapsulated and laminated	
Miscellaneous items treated	76

Developing skills in the Conservation field

The Senior Conservator gave a tutorial and demonstration on ‘Mounting and framing of archive material’ at the annual conference of the Archives and Records Association.

PERFORMANCE

The Joint Archive Service works to a three year forward plan and developed a ten-year vision in 2015 which was reviewed in 2018. 2018–19 is the first year of delivery of the revised plan. The key objectives are focused on:

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

The Archive and Heritage Service collects detailed statistics about all areas of its work shown at Appendix 1 to the report. This covers personal use, distance use and online use of the service. There are five local performance indicators which the service measures against:

1. Use of the service
2. Attendances at events, talks, education and community visits
3. Volunteer hours
4. Customer satisfaction
5. Collecting activity

During 2018/2019 the service has seen falls in the use of the service (both personal and online). The decline in personal visits is by 15% continuing a national trend across archive services. The service encourages users to access material which has been digitized and online through Find My Past or Ancestry.com. Online use has also seen a dip although this is partly explained by a change in the collection of data for the online catalogue which resulted in a drop of 68%. Together this meant a 6% drop in overall use of the service.

By contrast attendances at events rose by 3% as the service continued its policy of ensuring a presence at community and village events across the county. This was piloted during the Staffordshire History Centre project development phase.

Volunteer hours were also significantly down by 26% from a very high level in 2017/2018. This was due to an increased amount of volunteer hours during the Staffordshire History Centre project development phase. As the bid was unsuccessful in September some volunteer projects were unable to progress. New projects such as the Asylum and Bawdy Courts should see an increase in hours in the current financial year.

Customer satisfaction was back up to 100% having remained consistently high. The highest scores are always for the quality of staff advice and helpfulness and friendliness.

Collecting activity was slightly down by 2.5% but remained in line with the previous year and does fluctuate.

Overall the service had a good year despite the disappointment of the Staffordshire History Centre funding application. Other externally funded projects were able to make a good start with promising outcomes for the future. The opening of the History Access Point was the culmination of two years of planning and has so far exceeded expectations.

ACKNOWLEDGEMENTS

Without the support, dedication and sheer hard work of our staff and volunteers the Archive and Heritage Service could not deliver such a wide range of work all towards the aim of bringing archives to the widest audience possible. The support from members of the Joint Archive Committee is also very much appreciated. I would like to thank everyone for their contribution in 2018-2019.

Staff

Staffordshire Record Office: Matthew Blake, Ben Cunliffe, Howard Dixon, Tim Groom, Cara Hughes, Rebecca Jackson, Beryl Jones, Rachel Lake (left June 2019), Sue Lynch (left February 2019), Catherine Nichols, Richard Nichols, Julie O'Neill, Liz Street, Bev Sutherland, Hazell Thorogood (left June 2019).

Lichfield: 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 (left November 2018).

William Salt Library: Dominic Farr.

County Museum: Chris Copp, Helen Johnson, Mel Williamson, Howard Dixon, Sarah Bradshaw (left December 2019).

Volunteers (155)

Keith Abbot, Harry Archer, Judith Aston' Rosin Ayres, Ken Baddeley, Peter Baines, Diane Barre, Samantha Barker, Margaret Beard, John Bennett, David Bennion, Katy Best, Ann Blake, Jan Bray, David Brass, Teresa Brown, Patrick Brough, Melvin Bourne, Peter Bryan, Val Bourne, Ann Bugge, Faith Cleverdon, Rosie Cooke, Brian Cooper, Val Cooper, Eleanor Copp, Pat Corfield, Trevor Cotton, Nigel Coulton, Andy Crews, Jennifer Davies, Tony Degg, Ian Denny, Lucy Dover, Heather Edgeley, Ned Edwards, Christopher Evans, Martin Elkes, June Ellis, Colin Evans, Nesta Farrow, Ann Fisher, Vicki Fox, Frank Foy, Jo Foy, Jacqueline Fradley, Valerie Gannon, Karen Gething, Andrew George, Anne George, Joe Gibson, Stephen Gidley, Robert Ginder, Faith Glennon, Barry Gratton, Sue Gregory, Juliet Guest, Peter Gurney, Peter Hambley, Clare Hannon, Peter Harding, Jennifer Harris, Sandra Hassall, Kay Hay, Brian Heathcote, Beverley Henderson, Diana Hill, Caroline Hillman, Maureen Hipkiss, Diane Hitchcock, Val Hollins, Beryl Holt, Carole Holt, Faye Hudson, Barbara Hughes, Bob Jones, Graham Jones, Joyce Jones, Lesley Jones, John King, Margaret King, Janet Kisz, Randle Knight, Roger Knowles, Ashok Kumar, Susan Large, Lindsay Lorenz, Di Lote, Joseph Malcolm, Jenni Maslin, Nigel Maurs, Julia McBride, C McPherson-Jones, Don McLean, Paul Meller, Jean Meredith, Lester Meredith, Bob Metcalfe, Christine Millard, Irene Moir, Norman Moir, Graham

Moodie, Geoffrey Moluneux, Caroline Nash-Smith, Liz Newman, Paul Niblett, Roger Osborn, Gaynor Owen, Joy Pownall, David Prescott, J Preston, David Price, Malcolm Price, Christine Reynolds, Glenys Richards, Bob Robinson, Ceris Roberts, Shelley Robotham, Esme Rowson, Helen Russell, Carl Salmons, Rose Sawyers, Rosemary Sawyers, Audrey Screen' Diane Shenton, Jacqui Simkins, Rosie Simpson , Viv Simpson, Ian Small , Les Smith, Liberty Smith, Daniel Stubbs, Ann Sumner, Jim Sutton, Hilary Tilstone, Mithra Tonking, Richard Totty , Dave Tovey, Penny Twibill , Angela Velu, Eirlys Walker, Sue Walker, Jane Walther, Trevor Warburton, David Watts, Collin Webb, Nicky Webster, 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 successfully concluded their campaign to digitise the Staffordshire Tithe maps securing over £15,000. Sue Gregory and Richard Totty also represented the Friends at project meetings and workshops to develop the Staffordshire History Centre project.

Joint Archive Committee 2018-2019

Elected members of Staffordshire County Council: Gill Heath (Vice-Chair), Gill Burnett, Mike Davies (Observer), Michael Greatorex (Observer).

Substitute members: Mark Sutton, Mark Winnington

Elected members of Stoke on Trent City Council: Anthony Munday (Chair)

Substitute member: Janine Bridges

APPENDIX 1

Part 1: Public Service Statistics – Financial Year 2018/2019 (2017/2018 in brackets)

	STAFFORD	LICHFIELD	STOKE	BURTON	TOTAL
PERSONAL USE OF ARCHIVE SERVICE					
Total number of individual visits	4,236 (3,804)	N/A (1,354)	2,068 (2,331)	190 (143)	6,494 (7,632)
Total number of new registrations and renewed registrations	502 (544)	N/A (108)	86 (102)	N/A	588 (754)
Total number of documents produced	167 (145)	N/A (58)	N/A (83)	N/A	167 (286)
Total number of Ordnance Survey maps produced for consultation	12,725 (10,979)	N/A (2,172)	994 (680)	N/A	13,719 (13,831)
Total number of local studies items produced for consultation	976 (1,075)	N/A	273 (314)	12 (18)	1261 (1,394)
Total number of microfilms/fiches/CDRoms consulted	N/A	N/A (353)	1,428 (1,303)	146 (119)	1,574 (1,775)
DISTANCE USE OF ARCHIVE SERVICE					
Total number of email/postal enquiries	1,640 (2,646)	N/A (433)	2,184 (3,156)	272 (299)	4,096 (6,534)
	2,234 (2,003)	N/A (593)	919 (872)	N/A	3,153 (3,289)

Total number of telephone enquiries	1,750 (1,652)	N/A (720)	926 (1,025)	Not recorded	2,676 (3,397)
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REPROGRAPHICS SERVICES

Total number of photocopies/microprints supplied and total number of orders (including scanning)	1,169 (1,055) 337 (263)	N/A (967) N/A (126)	393 (178) 76 (44)	N/A N/A	1,562 (2,200) 413 (433)
Total number of photographic orders	73 (80)	N/A	N/A	N/A	73 (80)
Total number of annual photographic permits issued	9 (10)	N/A (1)	1 (2)	N/A	10 (13)
Total number of daily photographic permits issued	327 (236)	N/A (73)	41 (43)	N/A	368 (352)
Total number of self-service microprints	91 (285)	N/A (36)	933 (1,024)	N/A	1,024 (1,309)

RESEARCH SERVICES

Total hours of research for the public and total number of orders	112 (145.75) 189 (209)	N/A (10.25) N/A (9)	22.5 (30.5) 18 (20)	N/A N/A	134.5 (186.5) 207 (238)
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ONLINE USE OF ARCHIVE SERVICE

Total number of website visitor sessions	Not applicable	Not applicable	Not applicable	N/A	54,802 (67,073)
Total number of visitor sessions to online catalogue	Not applicable	Not applicable	Not applicable	N/A	40,584* (128,203)
*Google Analytics system change					
OUTREACH ACTIVITY					
Total number of attendees at Archive Service events	Not applicable	Not applicable	Not applicable	N/A	1,351 (1,563)
Total number of volunteer hours					6,308 (8,715)

Part 2 Performance Monitoring against Service Targets– Financial Year 2018/2019 (2017/2018 in brackets)

			STAFFORD	LICHFIELD	STOKE	BURTON
Postal / email enquiries	Reply within 5 working days		100% (100%)	N/A (100%)	97% (96%)	N/A
Postal / email enquiries	Reply within 20 working days		100% (100%)	N/A (100%)	100% (100%)	N/A
Photocopy orders	Reply within 8 working days at Stafford, Lichfield	99% (100%)	N/A (88%)	100% (100%)	N/A	
	Reply within 6 working days at Stoke					
Document production	Within 20 minutes	97% (97%)	N/A (96%)	100% (100%)	N/A	
Accession receipts	Sent out within 12 days	100% (78%)	N/A (100%)	94% (100%)	N/A	

Part 3 Archive Service Local Performance Indicators 2018/2019

Local performance indicator	Outturn 2017/2018	Target 2018/2019	Outturn 2018/2019
Use of Service			
1. Usages of the Archive Service			
- Personal visits	981,931	982,000	927,998
- Online visits			
- Email, postal and telephone enquiries and orders			
Engagement with the Service			
2. Attendances at			
- Events and celebrations	1,563	2,500	1,613
- Talks by our staff			
- Educational and community group visits to our offices			
3. Number of volunteer hours	8,571	8,000	6,308
Customer satisfaction			
4. Percentage of users expressing satisfaction with overall services and facilities (= very good/good survey marks)	99%	98%	100%
Collecting activity			
5. New archival collections and uncompleted negotiations with donors or depositors	159	150	155