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| Local Members' Interest |
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**STAFFORDSHIRE AND STOKE-ON-TRENT JOINT ARCHIVES COMMITTEE  
16 JUNE 2011**

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

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

**1. PURPOSE OF THE REPORT**

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

**2. SUMMARY**

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

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

### **3. RECOMMENDATION**

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

### **4. BACKGROUND**

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

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

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

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

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

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

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

## **5. FINANCIAL IMPLICATIONS**

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

## **6. PERSONNEL AND EQUAL OPPORTUNITIES IMPLICATIONS**

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

## **7 LEGAL IMPLICATIONS**

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

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

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