

# Staffordshire and Stoke-on-Trent Archive Service

## Annual Report 2021/22



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## Executive summary

The 2015 ten-year vision set the target of achieving funding to create the Staffordshire History Centre. Thanks to the support of Staffordshire County Council, William Salt Library Trust, Friends groups, depositor donations, and a significant award from the National Lottery Heritage Fund the project has been given the green light. Supporting the project was the implementation of the new staffing structure in the county service. Several new members of staff have joined both parts of the service bringing new ideas and fresh approaches.

Services were fully recovered from Covid-19 restrictions though the impact is still being felt on visitor numbers, delivery of events and attendances. Volunteers have returned to our sites and we continue to offer opportunities for volunteering from home.

After an extension to the project, thanks to the generosity of the Wellcome Trust, the Case for the Ordinary cataloguing project concluded and the exhibition was launched along with the patient database.

At the end of the year the Staffordshire team made a superhuman effort assisted by removal company and Library van drivers and attendants to move to a temporary base. The team are now based in Eastgate House looking forward to developments beginning on site for the new History Centre very soon!

The key achievements of 2021-2022 were:

- Recovery of services, events and onsite volunteering from April 2021
- Implementation of new structure in Staffordshire Archives and Heritage
- Filling staff vacancies at Stoke-on-Trent City Archives
- Staffordshire History Centre award of £3.9m grant
- Launch of A Case for the Ordinary Exhibition
- Move out of Staffordshire Record Office and William Salt Library

My thanks as always to the dedicated staff team, our wonderful volunteers, our two Friends groups and trustees of the William Salt Library, colleagues in Staffordshire County Council, our Cabinet members and Joint Archives Committee for their support to ensure the service makes a difference to residents and communities.

**Joanna Terry**  
**Head of Archives and Heritage**

## Featured projects

**Staffordshire History Centre award of £3.9m grant**



In June 2021 the good news was finally confirmed that the National Lottery Heritage Fund would award a £3.9m grant towards the £7m Staffordshire History Centre project. This was announced in July and the project received permission to start in November 2021. It was the culmination of eight years' work to secure the necessary external funding to enable the project to become a reality and deliver the service vision.

The first few months of the project focused on progressing detailed design work to enable procurement of the construction contractor to commence. Pre-construction archaeology was completed revealing some interesting medieval finds, [outlined in the YouTube video](#), but nothing significant to delay progress.

Procurement is also underway for the interpretation contractor and development of a new website. Recruitment is in progress for four project posts: Community History Development Officer, Learning Officer, Collections Interpretation Officer, and Project Cataloguer.

The first key objective has been completed which was to relocate the William Salt Library collection and the Staffordshire team to temporary premises. The volunteers have resumed their work in the new location. The next phase will be to develop the activities programme with the appointment of the project staff.

## **A Case for the Ordinary: Staffordshire Asylums Exhibition**



### **Asylums exhibitions on tour**

The touring 'A Case for the Ordinary' exhibition was launched at the Museum of Cannock Chase on 10 January 2022. A well-attended launch event featured talks by our very own Rebecca Jackson, Professor Alannah Tomkins from Keele University and PhD student Lucy Smith, and a performance of poetry by Sara Levy of work inspired by the asylum records in Staffordshire Record Office's collections. The exhibition has since moved on to the Brampton Museum and Art Gallery in Newcastle-under-Lyme where it will be until 3 July 2022 before continuing its tour later in the year. The combination of robust research, the support of academic partners, our wonderful archive and museum collections and excellent design by Vertigo Creative Studio has resulted in a high quality and accessible display. Visitor response has been excellent, and despite the potentially sensitive subject, the exhibition has proved popular with family groups and those interested in the county's history.



Visitors at the Museum of Cannock Chase and Sarah Levy reading her poems at the launch event, January 2022.

A smaller 'pop-up' version of 'A Case for the Ordinary' is touring Staffordshire's libraries throughout 2022 to reach an even wider audience and to promote the main exhibition and the wider Wellcome Trust funded project.

## The Big Move

The public service closed on 11 March 2022 to allow staff time for packing sorting & boxing the contents of the Record Office in preparation for the move. Volunteering was temporarily suspended in preparation for the move and volunteers were shown the temporary base. The move included relocation of the William Salt Library collections made up of 4,600 boxes and crates, furniture and equipment from the Library and Record Office, and disposal of unwanted furniture.



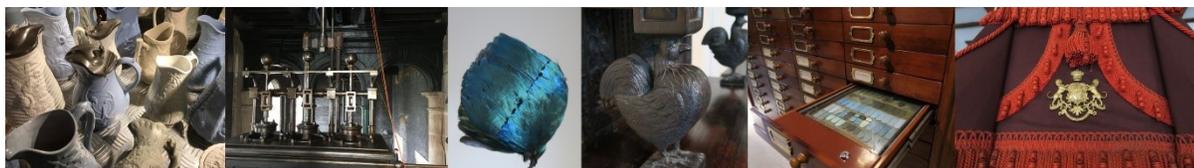
## Regional collaboration and support

The Head of Service continued to serve as a trustee for Archives West Midlands. Several members of staff attended training events delivered by AWM on copyright, digital preservation

and Towards an Inclusive Archive. The Collections Manager presented at the online AGM showcasing work on digital engagement and audience research. The service also submitted a case study for the AWM website on the Case for the Ordinary project. Support for Sandwell Community History and Archives Service was provided by the Head of Service.

### **WMMD and Staffordshire History Network**

The regional partnership with Ironbridge Gorge Museum Trust to support the West Midlands Museum Development team continued throughout 2021-22 to provide support, advice and best practice guidance to museums across Staffordshire and the wider Region. Collections care, governance, resilience, funding and Accreditation advice formed the core elements of the support offered. Three online collections care training events were hosted together with 3 projects which offered direct support to museums to review their collecting policies, interpreting difficult or contentious collections and maintaining best practice in collections management.



Collections on display across the West Midlands.

### **Marches Network**

A quiet year due to the impact of the COVID-19 pandemic on the museum sector in the West Midlands. However, during 2022-23 we will be working with the other partners in the Marches Network at West Midlands Museum Development to further develop work to revive the region's Emergency Response Network, to provide a coordinated response to any emergency which might threaten museum collections and buildings, through training, resources and advice.

## **Onsite public services COVID-19 and recovery**

### **Staffordshire Record Office**

Staffordshire Record Office continued with its Covid recovery plan by offering an increased service from the end of September, with Searchroom places increasing from four to six, computer availability from one to three and microfiche availability from one to two. Visits were still encouraged by appointment and advance document ordering but with some discretion on the day depending on staff availability. In the first six months of re-opening the occupancy rate was 67.5% overall and for the second six months it was 56.7%, thus giving an overall occupancy of 59%. Use of the searchroom did increase in the run up to our service closure date of 11<sup>th</sup> March 2022 to an average of 62.9% in the final 2.5 months of opening.

#### *Enquiry and reprographic Services*

As parts of the service opened up to limited numbers the overall number of orders was down, however the level of photographic orders was maintained along with the enquiry service, and the telephone enquiries went up by a staggering 389%. Also, the number of photo permits issued to readers, due to onsite visits, increased by 354%.

## **Stoke on Trent City Archives**

The Archive Public Services Manager retired in March 2021, so two relatively new current members of staff (through a combination of working additional hours and secondment) filled this crucial role on a temporary basis as a job share. This enabled the Service to reopen and recover the Public Service. This post has recently been recruited to on a permanent basis with the new post holder likely to start in July 2022. An Archive Assistant is due to go on Maternity Leave in June 2022 and this post is currently advertised. Once all vacancies are filled the service will be able to fully recover its pre-pandemic opening hours.

We continue to follow our detailed recovery plan. In early 2022 we increased our visitor numbers per session from 4 to 6 (at any one time). Advance booking is encouraged and some drop in visitors can be accommodated if space is available. Since we have re-opened during the Pandemic, pre-visit preparation, such as offering research advice and having archives and library materials prepared in advance of a visit, seems to have worked well. We also now offer multipurpose study spaces, allowing a customer to have PC access, look at documents and publications, and in some instances also to access and take copies from microfiche and microfilm. It is rare that we are unable to accommodate a customer on the date requested, and if so, space can generally be found that week, so we plan to continue this new model for the foreseeable future. We are now seeing many of our regular pre-pandemic customers return. We have re-introduced Group visits on Mondays and are taking bookings. Our visitor figures have been steadily increasing during the last year.

### *Enquiry and reprographic services*

Stoke-on-Trent City Archives scored 100% (95% very good, 5% good) in the CIPFA Distance Survey 2021, when customers were asked overall, how good do you think the distance enquiry service is? Which reflects the new team's effort and commitment to the Service. Our enquiry numbers have continued to increase.

## **Consulting Users and Partners**

During April to July 2021 we took part in the CIPFA Distance User Survey. Unlike previous surveys this one was undertaken solely online and focussed purely on distance enquiries. This was largely due to the COVID-19 pandemic greatly restricting access to archive services at this time. We had an excellent response for both our sites and some very positive results.

Satisfaction ratings remained very high, with 85% of Staffordshire Record Office (SRO) users and 95% of Stoke-on-Trent City Archives (SoTCA) users rating the distance enquiry service 'Very good' against a national average of 80% (99% of SRO and 100% of SoTCA users rated us 'very good' or 'good' against a national average of 96%). Responses for quality of content, clarity of response, promptness of response and social media provision were similarly very positive.

Users were slightly more critical of our charges (82% very good or good for SRO, 92% for SoTCA) but in line with national trends. 2% responded 'poor'. Not surprisingly respondents were less positive about our website and ease of navigation: 74% of SRO users rated this as very good or good, 81% of SoTCA users. We are aware of the limitations of our website and will be addressing this as part of the Staffordshire History Centre Project. Responses to our social media presence is encouraging and above the national average. 48% of SRO users use

commercial online family history services – a high percentage which reflects the availability of resources of FindMyPast.

45% of SRO users and 44% of SoTCA users are over 65. This shows a steady increase over time, perhaps reflecting changes in life expectancy, but is lower than the national response of 53%, which indicates that our users are younger than the wider archives sector. 47% of SRO and 58% of SoTCA users are retired (54% nationally). Only 8% of our users are under 35 (6% nationally). The gender split is very close to 50:50.

98% of our users identify as ‘white’ (in line with the national figure) and 2% as ‘Asian’. The vast majority of our users are from Europe (89% SRO, 70% SoTCA) with the balance from the Americas (7% SRO, 20% SoTCA) and Oceania (5% SRO, 9% SoTCA). Nationally, 87% of users are in Europe.

19% of SRO users and 29% of SoTCA users responded that they have a disability or condition relating to dexterity, eyesight, hearing, a learning disability, mental health or mobility.

In summary, the survey confirms the trends revealed by previous surveys, but generally is very positive. The results regarding the website and the profile of our visitors are not unexpected but provide strong support for changes we wish to make through the Staffordshire History Centre project, and we hope to address many of these issues over the coming years.

## **Online services**

### **Learning Room Blog**

The Learning Room Blog was set up during the Covid-19 pandemic in 2020 to encourage interaction with audiences through specialist paleography course, academic research and articles about the collections. The content on this site has continued to be developed and received over 4600 unique visits during 2021-22. The blog is a useful resource that we signpost volunteers and students to.

### **Minton Archive**

The Minton Archive’s Folio Frivolity series, which highlighted artworks from the Archive's Art & Design folios, continued as daily tweets and fortnightly blog posts until the end of June when it reverted back to its monthly (and less intense!) “Folio Friday” schedule. Over the course of the year multiple new volumes were made available online including a particularly useful tile volume for the website’s “Anniversary Update” in September. In October the blog mapped photographs of the Minton factory against plans and sketches elsewhere in the collection, eventually resulting in the addition of around 75 drawings related to Minton’s Patent Ovens – large and small – to the online catalogue as hi-res, zoomable interactives a few months later. Alongside these bigger projects the blog also hosted a new “In Depth” long-form article on “killer” lead glazes, analysed Minton’s stock and sales at the 1873 Vienna Exhibition and told the story of a 5-foot majolica peacock lost (and found) at sea.

### **Past Track and Staffordshire Name Indexes**

Staffordshire Past Track remains hugely popular, and visitor numbers continue to exceed their pre-COVID levels. Our volunteer Bob Metcalfe has continued to add new resources while working from home. 1,365 new images were scanned and added to the site during the year, including the remainder of the Arthur Lloyd Postcard collection and over 200 glass negatives taken by Woodseaves photographer Harry Osbourne in the western parts of the county in the early years of the 20<sup>th</sup> century. Volunteers from the Evode History Project have also started adding images to Past Track, with over 100 photographs published so far. There are now well over 46,000 resources on the website.



The Red Lion, Sutton, near Forton. Photographer: Harry Osbourne, c.1906-1908.  
(Staffordshire County Museum)



Women's Football Team, Evode, Stafford, about 1960 (Evode History Project)

Two new name indexes were added this year: an Illegitimacy Index, 1559-1923 and the Staffordshire Asylums Patient Database, 1818-1920. The illegitimacy index is a valuable tool for genealogists trying to identify the fathers of illegitimate children. The Asylums name index has proved particularly popular and lists patient names from the County's three asylums at Stafford, Burntwood and Cheddleton.

## Social media

We have continued to use social media to engage with both service users and new audiences across a range of platforms; Facebook, Twitter, Instagram and YouTube and blogs. We have created new video content for our YouTube channel highlighting progress on the Staffordshire History Centre project; the video on archaeological surveys had over 250 views. Our Instagram account has been used to highlight our volunteering offer and our stored collections. The reintroduction of this platform has helped us to engage with a younger audience. We began a trial of a thematic approach to our social media content ensuring we capture key calendar dates, anniversaries and special celebrations. Staff have undertaken online training led by The National Archives to build their social media skills and raise their awareness of audience profiles. This combines to create a solid platform to review and build our digital engagement from mid-2022 onwards.

We've recently been focusing on how we can use social media to promote our collections at Stoke-on-Trent City Archives. Highlights have included a series of 1920s posts to mark the release of the 1921 census, interesting new accessions received by the archives, and documents viewed by visitors in our reading room.



Images shared on social media: illustration from school exercise book and a scene from the General Strike of 1926

## Complaints, comments and compliments

Staffordshire Record Office received **144** compliments and 4 comments or complaints. Our users appreciated the service we have been able to provide during the pandemic and up to our temporary closure in March 2022.

‘That is brilliant. And still called just Captain Lane as well! Clearly McGurk made a mistake. Earlier in his thesis he used the case of Parr Lane in 1595 as an example of how Northampton, as a typical English county, had mustered and sent troops to Ireland with Parr himself becoming a captain there in 1596-7. He has assumed that it was Parr who was again the conductor of Northamptonshire troops in 1601. But it was a different Capt Lane!

That’s lovely. You’ve made my day and it’s my birthday too.’ (H. Morgan)

Apologies for the delay – I meant to email straight away – but I wanted to thank all the searchroom team for pulling out the stops for me last week. It was a tight call, but I did just about manage to get through all those bundles in the two days I spent in your searchroom. I have reaped a bumper harvest of missing details – nothing major, but lots of little things that add up to quite a lot – that I can feed into the revised entries for the new “Pevsner” guide. I appreciated the friendly welcome and willing assistance, and really couldn’t have asked for more. With thanks to you all and very best wishes. (C. Pickford)

There were four comments and complaints about the temporary closure of Staffordshire Record Office for construction work. The head of service responded to each complaint explaining the necessity of the closure and the future benefits to service users and local residents of the new history centre. One complaint related to photographic permits was resolved quickly with the offer of an extended permit and the individual responded that they are looking forward to using the service again at the new history centre.

Stoke-on-Trent City Archives received **477** positive comments/compliments during 2021-2022, plus many notes of thanks.

Compliments included the following:

‘My most kind thanks for all the information that you have provided. It is all interesting and it is touching to know that the plate has survived for 150 or 160 years... I have to say, I think you have a fascinating job. I hope that the effort that you put into this reply reflects the degree of enjoyment that the job brings you. I love old objects but had to wait until I retired to give them the time they deserve. Learning about them is truly captivating.’

‘It’s been a pleasure communicating with you as it’s not very often these days to find someone who deals with an enquiry so readily and efficiently.’

‘Just to let you know I got a really good mark for my dissertation based in no small part to the research I did in the archive. So once again thanks for all your help.’

Stoke-on-Trent City Archives received no official complaints, although did receive feedback from a customer that she was unable to get hold of anyone on the phone. This was due to confusion over our opening hours.

Stoke-on-Trent City Archives also received a comment from a customer querying the validity of the copyright wording on one of the order forms. This prompted us to review all the order forms and update the wording to ensure they were applicable to both published and unpublished works.

## Events and Exhibitions

### Meaningful Mementoes Online Exhibition

Following the success of online content including new blogs and resources following the Covid-19 pandemic the Service developed a new exhibition to trial online content and visitor interaction.

The 'Meaningful Mementoes' exhibition combined items from across the three Service collections together with personal objects 'donated' by members of staff. The content could be searched using the four themes: gift, heirloom, personal and souvenir, or by looking at all the objects together. The site included a 'Share your memento' form which enabled users to write their own memory and send up to three images to the Service for uploading.

### Victoria County History Study Day

In October the Victoria County History Study Day took place online for the first time. This partnership event with Keele University explored the theme "For the Benefit of the Poor: Welfare provision in Staffordshire towns, 1650 – 1950" and featured Dr. Andrew Sargent, Dr. Nigel Tringham, Dr. Peter Collinge and Prof. Alannah Tomkins. 38 participants joined the event from Staffordshire and across the UK.

### CLandage Project and workshops

This project, looking at past societal adaptations to weather events to better understand climate change, is being run by Liverpool University. Staffordshire is one of three case studies. The others are the River Eden in Cumbria and the Outer Hebrides. Each case study is exploring different climate focus points including storms, flood, and drought.

During Autumn 2021 a series of in person workshops at the Record Office and online events took place. The partnership worked with 3 creative practitioners: Staffordshire Poet Laureate Mel Wardle-Woodend, storyteller and creative writer Maria Whatton and craft maker Jennifer Collier to engage directly with audiences to capture and understand their experiences of extreme weather events. A conference, celebrating the project will take place in Autumn 2022.



## ***CLandage Project Workshops***

### **Stoke on Trent City Archives: Majolica Mania Exhibition: Transatlantic Pottery in England and the United States, 1850–1915**

Following multiple pre-pandemic research visits to Stoke-on-Trent City Archives and meticulous planning with the organisers of the exhibition, the City Archives delighted to loan several archival items from the Minton Archive for incorporation in the 'Majolica Mania Exhibition: Transatlantic Pottery in England and the United States, 1850–1915'. This is largest and most comprehensive exhibition yet mounted of a significant nineteenth-century innovation in ceramics. Carefully shipping these precious items out to America (there were also several items loaned from the Potteries Museum and Art Gallery) during the Pandemic was extremely challenging, but it has been wonderful for the City and the Archive Service to be part of such a significant celebration of ceramic history. These items have been on view for the past year at the Bard Graduate Center, New York City and The Walters Art Museum, Baltimore. The City Archives has also received a copy of the publication which accompanies this exhibition.



A superb piece of artwork from the Minton Archive featured in the Majolica Mania exhibition (SD 1705/MS1787)

## **Placements & Volunteers**

### **At Stafford**

We have two higher education placements in progress from Lancaster and Aberystwyth universities, one long and one medium term. Both placement students have given positive feedback on their experiences and wish to stay with the service as volunteers. We have two work experience placements planned for early 2022/23 and will use these to test a new model that gives a rounded experience of the service. We are currently unable to take school-based work experience placements but hope to expand our placement offer to younger people next year.

There are three collaborative PhD researchers working with us from Keele University; Susie Johns is using Bawdy Courts records to look at time and Lucy Smith is researching county asylums. Gabriella Gay has just begun the initial stages of research on the theme of creative responses to black lives in the archives.

At March 2020 we had 140 volunteers. In Stafford we retained 70 of these when we reopened in July 2021. We set out a Covid secure way of working. Inviting groups throughout the week with a limit of 6. Volunteers were asked to wear masks and enter through the back entrance, wearing masks as they moved through the building and sat at socially distanced desks. The door was kept open to provide ventilation and tables and laptops were cleaned between each session. We had no cases of Covid amongst volunteers and many were pleased with the way we set up for the return. By October we were able to insert 2 more tables and extend capacity to 8 people.

We lost some volunteers as the pandemic affected their lifestyle as a whole, for example wanting to continue working remotely as it slotted into their lifestyles more easily and we were able to assist with this where there was capacity. Some volunteers had to leave us due to ill health or major life changes.

The volunteer coordinator role has meant that the volunteers across all three strands of the service, William Salt Library, Staffordshire Record Office and the museum service have a key individual to come to about their role and tasks. All general information is communicated via regular email updates for example important information about covid procedures and our move to Eastgate House.

Currently we have 60 volunteers working in eight groups across the service Monday to Friday, We also have volunteers that work at the Museum stores on Tuesdays and 20 volunteers that work remotely from home.

The Staffordshire Place Names group in partnership with the University of Nottingham is lead by Dr Jayne Carroll. The group had been disbanded due to the pandemic but was relaunched in November 2021. The University of Nottingham hired Melanie Williamson as their project leader to work with the group on Wednesday afternoons and relaunched with an online study day of talks from academics and specialists in the field. The group are searching documents for Staffordshire place and field names particularly looking at spellings and pronunciations. Every six weeks Dr Carroll meets the group online to discuss the meanings behind the names that the volunteers have found. For example, Ken Barlow found 'Yolk of the Egg' in an 18th century document recently telling us about the nature of the land. Dr Carroll explained that it was usually land of high value. The data the volunteers find is inputted into a website that maps the spelling and meanings of the place names. And the documents that the volunteers are working with currently range from 13th to the 19th century. There are currently 7 members of the group but we are hoping to expand with an accompanying project georeferencing maps which will be able to be done remotely.

## **At Stoke**

We welcomed back our first physical volunteer at Stoke-on-Trent City Archives in September 2021 (we previously had one volunteer working remotely). We were especially pleased that Margaret Beard wanted to resume work on the Poor Law indexing project for the Staffordshire Name Indexes website. Margaret reported that beginning to volunteer again really helped her to get back into a normal routine after the pandemic, and is now pleased to be able to work with us a full day as the restrictions have eased further. Volunteers have been supporting collections work and indexing Poor Law records and a canal boat register. We remain grateful to Pam Woolliscroft who continues to help us with specialist pottery enquiries remotely.

The return of groups has presented difficulties due to lack of staff and loss of our IT suite. However, we have developed a new model of working and met with the co-ordinators of the Lancer and Michelin volunteers. The groups are planned to resume in summer 2022, when we hope to have our full complement of staff. They will be supporting collections work and packaging in preparation for the move of the City Archives to new premises.



Margaret working on the Poor Law indexing project

In the autumn we resumed offering student placements. Keele University student, Beth, was first through the doors, looking for experience of work in Archives and Heritage. As well as general induction, Beth's main task has been to learn how to use CALM cataloguing software and catalogue small collections from the backlog. So far, she has completed four collections.



Keele University student Beth

In addition, we have put together a framework for supporting university and school placements which will feed into the City Council's Work Based Opportunities offer in 2022/3 and we have a short placement for a student from Wrexham University booked for April 2022.

## New Accessions

### Staffordshire Record Office



Staff and pupils at Westwood Hall Girls' High School, Leek, c.1940s (7901/1)

The lifting of covid restrictions meant that we received far more accessions than last year, but still lower than in many recent years. Sadly, it has become clear that many organisations had to close for good during the lockdown periods, and this is reflected in our accessions. 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.

In 2021/22 we received 80 accessions at Staffordshire Record Office, including from the Diocese, and two from within the County Council. The total volume of all permanent accessions was 83 boxes (2.5 cubic metres). Every new accession was fully catalogued or had a detailed summary created. 58 accessions were taken at Stoke City Archives. Additionally across the Service we had 51 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. So the total of accessions and approaches was 191.

### New Accessions at Staffordshire Record Office

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life.

We received material from a number of local organisations, some sadly now closed but many continuing. These include: Staffordshire Gardens and Parks Trust (D7866), Stafford Branch of Amnesty International (7879), Burntwood Singers (7880), North Staffordshire Federation of Townswomen's Guilds (D7882), Leek Cricket Club (D7889), Stafford Youth Hostels Association (7893), the Bible Society Group in Stafford (D7899 including St Mark's Gospel with individual verses written by hundreds of local people and illustrated by schoolchildren, made in 1998), Stafford North End Community Association (7906), Barlaston Women's Institute (D7907), a large collection of various former Women's Institutes (D7908), and Eccleshall Young Farmers (D7913).



from Wheaton Aston Hall (7842), the Giffard family of Chillington (D7849), the Chetwynd family of Brocton Hall (7850), the Phillips family of Heath House (D7869), and the Dyott family of Freeford (D7883). We also received additional stray items relating to the Trentham and Aqualate estates (7848 and 7885).

*Work done at the Wall Before the Bigg House*  
*Getting up the Old Foundation and Digging a Row*  
 May The 27 day 1734

Name	Days	Wages (£ s d)
William Lazzans	4	0 4 8
Joseph Monday	5	0 5 0
June 8 & 9		
William Hollies	1	0 1 6
Edward Turner	4	0 6 0
Benj Hollies	4	0 5 4
William Lazzans	4	0 4 8
Joseph Selow	4	0 4 0
The 15 &		

Work carried out for Mr Giffard in 1734 (D7849/4/1)

Personal items from individuals include a farmer's diary 1794-1816 which includes jolly songs as well as his farming record, and was written in an old neat school exercise book (7863), old recipes collected from Beamhurst Hall (7897), photographs, magazines and memorabilia of the Bull family relating to teaching at Burton Grammar School and Westwood Hall Girls' High School in Leek in the 1930s-1950s (7901), and additional material of the Atkins family of Rocester including items illustrating of farming in the 1940s-1950s (7912). The earliest document is a marriage settlement relating to land in Brewood dated 1656 (7844).

The largest collection last year is the correspondence and other papers of Rosemary Knight of Cannock (7909). She uniquely kept up a paper correspondence with a large number of people, and her collection was accepted as a one-off sample. As well as writing to family and friends, Rosemary undertook charity work, did some stand-up performances ("mid-life crises") for The Samaritans, was in contact with its founder Chad Varah, and she published some writings in memory of children who had died. One of our volunteers Kevin Mottram has spent many months sorting, appraising, cataloguing and re-packaging this collection. Another collection of personal papers were from the family of Catherine Ann Hind nee Brough who carried out a lot of genealogical research into the Brough family of North Staffordshire and corresponded with many people (6867). Some of her research notes and publications have been taken by the William Salt Library as well.

Miscellaneous items include a 1960s cricket score book from Hednesford Park games centre (7873), a timetable of Ellastone School 1938 (7843), membership records for the Burton Philanthropic Coopers' Society (7871), a wartime map of Kidsgrove along with some school log books from the same area (7886), and plans relating to the Trent Valley Railway dated 1844 (D7900).

Finally, we were very pleased to receive the visitors' book of the Soldiers' Club, Cannock (7864). This predominantly dates from the First World War, though includes a few entries for WWII, and contains an estimation at least 2500 names of servicemen mainly based in the Brocton and Rugeley Camps on Cannock Chase. Almost all record their regiment, rank and army number, some from overseas units including the New Zealanders. and some include comments, either about their army experience or appreciation for the cakes.

51477	Pte J. H. Samson	53 <sup>rd</sup> Y.S. Batt North + Derby	Rugeley Camp June 2 <sup>nd</sup>
209580	Pte R. W. Webster	53 <sup>rd</sup> Y.S. West Yorks Regt.	Brocton Camp June 2 <sup>nd</sup>
209576	Pte B. G. Good	53 <sup>rd</sup> Y.S. Batt West Yorks Regt	Brocton Camp June 2 <sup>nd</sup>
209574	Pte J. Robertson	53 <sup>rd</sup> Y.S. Batt West Yorks Regt	Brocton Camp June 2 <sup>nd</sup>
209572	Pte W. Dennis	53 <sup>rd</sup> Y.S. Batt West Yorks Regt	Brocton Camp June 2 <sup>nd</sup>
209566	Pte A. Mitchell	53 <sup>rd</sup> Y.S. Batt. West Yorks. Regt.	Brocton Camp June 2 <sup>nd</sup> 1918
209570	Pte G. Bridges	53 <sup>rd</sup> Y.S. Batt West Yorks Regt	Brocton Camp June 2 <sup>nd</sup>
40940	Capt Hamilton	Dep. N.Z. R. Brigade	Brocton Camp 2 <sup>nd</sup> June '18
51823	Sgt Roll	Cpl "Details" Coy NZRB.	Brocton Camp. 2 <sup>nd</sup> June '18.
21392	St. Reed.	W. A. F. C. 1012 lines	Rugeley Camp.
41382	Pte M. Southern	3 <sup>rd</sup> Royal, Irish, Fus.	Rugeley Camp
70329	Pte S. Peake	B. Coy 5 <sup>th</sup> Battalion, N.Z. R. B.	8 June 190

Cannock Soldiers' Club visitors' book (7864)

## William Salt Library Cataloguing & Accessions

A total of 167 new accessions, which included 41 book purchases, were acquired by the William Salt Library over the year. Most of these purchases related to Staffordshire, railways, pottery industry, crime, histories of individual places in the County as well as biographies of Staffordshire people.

In terms of William Salt Library additions to the on-line catalogue a total of 1427 new item records were created during the year. In addition to this 348 new name authority records were also created to support the entries on the catalogue.

Apart from new items extensive work that has been carried out on the existing William Salt Library collection which has centred around the preparation for the Library collection to be moved from the existing building. This included repackaging and re-boxing uncatalogued collections within the cataloguing backlog. This also created a brief content description to collections, which will be useful when the cataloguing eventually takes place. In addition work was carried out and plans drawn up to ensure that during the move the library collection would not become disorganised and some preparation was also made for the new arrangement of the collection in the new purpose built strongroom.

Through the efforts of one of our William Salt Library volunteers, who has been remotely working during the pandemic, the contents of 47 volumes of the Transactions of the North Staffordshire Field Club journal have been listed during the year and have been subsequently

added to the online catalogue. This comprised a total of 826 individual articles being added to the catalogue and now that the cataloguing of this journal is now complete will greatly enhance the accessibility of this important Staffordshire journal.

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

In 2021/2 we received a total of 58 accessions, some of which were generated from following up approaches made in 2020/1. The accessions this year reflect all aspects of life and work in the city, with records from schools, businesses, churches and hospitals, and the personal papers of city people. These include notable additions to existing collections such as the cash book of John Wedgwood (SD 1883) and plans of the Doulton factory (SD 1907).



Records of city people range from celebrities to ordinary people caught up in extraordinary times. The papers of Hanley boxing star, Tut Whalley, (SD 1896) give a fascinating insight into the life of a pre-war sporting celebrity. Tut Whalley made his professional boxing debut in 1931 and reached a worldwide fly-weight ranking of No.2 by 1939. He had a total of 378 fights in his career, winning 364 of them. The photograph albums of Mayor TWB Beddow (SD 1887) record civic events and city activities in the 1960s, while the letters of Frank Brocklehurst to his family (SD 1924) drew interest on social media as they show us the concerns of an ordinary Sneyd Green man. Frank was on active service in France during WW2 and wrote about life in the army and his hopes for the future.

This was also the year for local media, with a collection from The Sentinel Group (SD 1901), documenting this local newspaper's ownership, premises and aims from the 1880s through to the 20<sup>th</sup> century. It also includes a photographic gem, a 1930s album of Ernest J D Warrillow, who worked as a photographer for the Sentinel. From another local media company came scripts for 'The Colcloughs' (SD 1917), a soap opera written and produced in Stoke. Broadcast on Radio Stoke in 1991, the show particularly targeted local health and social issues and was supported by the City Council and NHS.

The City's contemporary cultural life is reflected in records ranging from programmes for the annual Penkhull Festival of Music and Art (SD 1931) and our most important digital accession, image files and videos for artist Sam Ivin's exhibition 'Settling: Exploring Human Migration to Stoke on Trent' (SD 1898).

The most exciting accession for the City Archives was the chance discovery of the missing Stoke Incorporation Charter of 1874 complete with seal and presentation box (SD 1899), spotted by staff answering a routine enquiry from a member of the public. FOSSA very kindly purchased the charter, so we could welcome it home to the City.



Our largest and most significant accession in terms of research potential is the Rodney Hampson Ceramic Research Papers (SD 1922) which we were honoured to receive following the death of this locally and internationally renowned ceramics expert in 2021. This collection will complement most notably, the Geoffrey Godden Ceramic Archive (SD 1704) which we received in 2015. This extract from Rodney Hampson's obituary, sums up what this collection means to the locality and the greater ceramics community: "We shall be impoverished by the lack of further words from Rodney Hampson. But we treasure all those words that he has given us, so freely and with such enthusiasm over so many years," which are now preserved for perpetuity within this collection at Stoke-on-Trent City Archives, for all to benefit from. Our figure for time scale on accession receipting is lower than usual, partly because we had some items come in the previous year.

### ***Staffordshire County Museum***

A total of 199 objects and 209 photographs were accessioned during the year, but the outstanding accession was a collection of 21 items of court dress and other textiles formerly belonging to the Chetwynd family of Brocton Hall. This included extraordinary examples of hand embroidered Court Dress including one gentleman's coat, five embroidered waistcoats, a formal coat with faceted steel buttons, a velvet waistcoat and three pairs of shoe buckles. It also included five embroidered whitework infants' caps, a framed representation of the Chetwynd family crest painted on silk, copies of two wills from the family, some other smaller costume items and some items of ephemera.



Detail of embroidery on coat belonging to Sir George Chetwynd (1783-1853) of Brocton Hall (Accession no. 2021.002.0001)

## **Collections work in 2021-22**

The work of the collections team this year was focused on preparation for moving and the closure of our onsite service. In addition, we aimed to make our collections as accessible as possible for remote users during the closure period. Building on last year's progress, the team and volunteers have added to and improved the online catalogue. Over 1100 new and backlog catalogue entries were created and volunteers have supported this workstream by typing up many of the remaining paper lists. The latter has enabled us to add a further 2096 catalogue entries to Gateway. This work will be of huge benefit to researchers, who can now find more of our collections remotely, and will also contribute to Archive Service Accreditation.

### ***Staffordshire and Lichfield Collections***

#### **Support for cataloguing: volunteers and academic collaboration**

Building on the successful completion of the Bawdy Courts of Lichfield cataloguing project last year, the two Bawdy Courts volunteer groups have continued to support catalogue work. Both groups are led by PhD student, Susie Johns, who is with us for 3 years on a collaborative doctoral award, funded by the Economic and Social Research Council. The Stafford group is adding detail to the online catalogue by finding names of parties and witnesses in cases, which makes it useful for family and local historians. They are also searching the court witness statements for the way people describe time from the 16<sup>th</sup> century through to c1800. The latter is to gather material for Susie's PhD which is exploring how individuals in the past place events in time. The 'Zoom' Bawdy Courts group has been researching cases and writing posts for the blog, which also feeds into catalogue improvement. Some of the Stafford group also join the monthly online meetings, which is stimulating for both groups.



*Susie Johns, Keele PhD student, and the Bawdy Court volunteers*

### ***Poor Law project volunteers and Keele University***

Following on from the Small Bills and Petty Finance project, this group is now cataloguing in detail the letters sent to the parish overseers of the poor in Staffordshire prior to the new Poor Law Amendment Act of 1834. The group, led by Professor Tomkins from Keele University, is listing each letter with the name of the writer, his or her occupation or status and the subject. The list are then imported into the online catalogue with 346 letters described so far. Researchers can now locate letters on a variety of subjects relating to the circumstances and treatment of the poor, including mental health, unemployment, disability and living conditions. In just one letter from 1832 we learn that John Smith of Uttoxeter is a 'scoundrill'; he has ill-used his family who are in Bilston poor house; his wife was admitted to Stafford Asylum; and 19 people have recently died in the Bilston poor house as the Cholera epidemic rages; the dead include women washing hospital sheets who were well on 19th Aug, but dead and buried by 22nd. Without the detailed catalogue it would be virtually impossible to find these individual case studies.

### ***Quarter Sessions Rolls cataloguing project***

The volunteers' continue to make headway on producing catalogue descriptions for the 17<sup>th</sup> century rolls. The group was pleased to meet up in person in the summer and began by checking each other's 'lockdown' work ready for the online catalogue. The earliest complete roll on Gateway to the Past is dated 1631 and work is ongoing in the 1620s and 1630s. Petitions to the court in this period reveal many instances of poverty, especially concerning the maintenance of children. Witness statements in criminal cases show a similar problem. There are also a good range of witness statements in criminal cases, including a man so desperate that he stole 'a petticoat of lynesie woollsie from Mary Brett at Eccleshall, now converted into a pair of breeches and worn by the examinant'.

### ***The Bradford Collection volunteers***

Joy and June work remotely and on-site on family diaries and estate ledgers to improve the catalogue and assist outreach activities with the collections' depositors at Weston Park. This year we are delighted that their work has contributed to a new book on Weston Park and the Bridgeman family shortly to be published.

### ***Individual cataloguing volunteers***



This year we have benefitted from a number of individuals who have offered their time to support cataloguing. Their work ranges from cleaning and listing documents; sorting, weeding and repackaging collections; typing up old lists for import to the online catalogue; listing collections from their own area in which they have excellent local knowledge. Their work has contributed over 2000 catalogue entries this year.

### ***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 retrieval of deeds for legal services staff.

Over the course of the last year the History Centre Assistant has helped to provide a smooth transition for the legal services team to the new streamlined ways of working following the service restructure, whilst also carrying out other duties within the searchroom. Accession work has continued where possible and also ensuring outstanding deeds were retrieved in preparation for the service closure.

Figures for the previous year, 2019/2020, are given in brackets.

Number of deed packets retrieved and issued: 500 (567) and 5 issues to Fire Service;

Number of files retrieved and issued to H.M. Coroners: 13 (27)

Number of new deed packets accessioned and indexed: 530 (367)

Volumes of SCC committee minutes catalogued: 15 (10).

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

The new archivists took up their job-share post in early 2021. Their cataloguing priority is to make all collections accessible online for remote as well as on-site users, at least in a basic format. This is essential work, not just to open up our collections to a wider audience but also as preparation for moving the collections to the new site. The work has been divided into 3 parts: cataloguing new accessions (leaving very large collections for future projects); cataloguing selected backlog collections which have been identified as priorities; and beginning a 2-year programme to create basic collection level descriptions for all Stoke on Trent City Archives accessions. During this year we have added the following to Gateway to the Past:

- New collections: 996 catalogue entries
- Backlog collections: 1,502 catalogue entries (includes Hanley High School Collection; and Royal Albert section of Royal Doulton; completion of Derek Beard Photographic Collection)
- Collection Level Descriptions: 498 accessions added at collection level

This work has been supported by our student placement and archive assistants, including the cataloguing of the wartime letters of Frank Brocklehurst; and the retro-conversion of old paper lists to CALM, which will be added to Gateway next year



Frank Brocklehurst letters

## Preservation and Conservation

Following the retirement of Richard Nichols in 2020 Lisa Williams joined Archives & Heritage as our new Conservator in summer 2021. Having come to us after many years' experience with East Sussex Archives, Lisa wasted no time in recruiting a volunteer bookbinder and has since assembled a very active team of volunteers in preservation and conservation - an enriching experience for Lisa and the volunteers.



Regular Monday conservation volunteers mechanical cleaning and repackaging a collection of photographs for the William Salt Library.

In November 2021 Lisa organised emergency planning refresher training sessions held at Staffordshire Record Office and Stoke on Trent Archives, with as many members of staff attending as we could manage. Emma Dadson from Harwell spent the day explaining the importance of an emergency plan and a well-stocked disaster kit, alongside hands-on practice of salvaging wet archival materials. It was an enlightening experience enjoyed by all and an important element in enabling us to deal with emergencies which might threaten our collections and buildings.



Emergency planning training in Stafford and Stoke, November 2021

At the beginning of December 2021 Lisa brought together a new team of volunteers to clean, package and decant the William Salt Library in advance of construction work for the Staffordshire History Centre. It took a lot of enthusiasm and resources and over a thousand boxes later we completed the packaging ready for the removal company to move the collection to its temporary home.



Volunteers cleaning and packaging William Salt Library collections, early 2022

Now that the conservation studio has been temporarily relocated to Eastgate House Lisa is focusing on remedial conservation work on archive collections currently unavailable to the public due to their fragile condition. During 2022-23 Lisa will also be focusing on working on Stoke-on-Trent City archive collections now that the William Salt Library move has been completed.

## Staff changes and training

### Staffordshire staff changes

In May 2021 the new staffing structure was implemented bringing together the three teams from Staffordshire Record Office, William Salt Library and County Museum. The Annual Report from 2020-2021 details the changes implemented as a result. During the year a new conservator, Lisa Williams, was recruited. Matthew Blake (Engagement and Access Manager) left the service with Sarah English recruited to replace him. Amanda Spearman joined the team of History Centre Assistants.

## Training

All Archives & Heritage staff received specific emergency plan salvage training which was a practical exercise and made for some very interesting conversations. A number of staff attended the Basic Archives Skills Training course, which was found to be useful to all. Other online training courses included Creating Metadata Workshops, Mental Health Awareness, cyber security and data protection training, as well as more specific courses such as Gypsy Roma Traveler communities and rural museums and Decolonising Rural Collections

### **Stoke staff changes**

Following the retirement of Public Services Manager Moira Lewis in late March 2021, current permanent staff members Meriel Lees and Hayley Barry (née Underwood), volunteered to temporarily fill this role by working a combination of additional hours and secondment. The permanent post has now been recruited to with new post holder due to start in July 2022. Louise Ferriday, Archive Services Manager, reduced her hours from full-time to 3 days a week in January 2022. Rebecca Jackson was appointed to the two day per week Archive Services Manager post in April 2022. Consequently, Meriel Lees now fulfils archivist role on a full-time basis.

### *Training*

Without a full complement of staff during 2021/2, training has had to be prioritised around specific Service need, this has included recruitment training and training involving retention schedules, as we begin preparations to move to a new location.

## 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. 2020–21 is the second 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. Use of Collections (changed indicator)

Across the service in-person visits increased nearly sevenfold (588%) with fewer interruptions to services and an increase to the number of visitor spaces. Likewise there was 332% increase in the number of documents produced, local studies items and a small increase to the number of objects on display.

As people were able to visit in person online use and social media engagement either remained consistent or reduced slightly. Visits to Staffordshire Past Track reduced by 28% use of the online catalogue and Staffordshire Name Indexes site was almost identical. Social media decreased by 27% which also reflects the diversion of staff resources from online engagement towards in person public service and events. Overall use of the service increased by 36%.

Events and talks to groups were resumed (many talks had been booked pre-pandemic) which resulted in an increase of 485%.

Volunteer hours reduced slightly by 11% affected by the closure of Staffordshire Record Office to relocate, in addition to the impact of COVID-19 on public services.

Customer satisfaction increased slightly to 99% maintaining the high level achieved by the Service.

Overall the number of items consulted or objects on display increased by 68% reflecting the recovery of access to collections and in person visits.

Whilst these figures have not returned to pre-pandemic levels they represent a significant increase within the restrictions in place up to March 2022.

## 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 2021-2022.

### Staff in post 2021-2022

Staffordshire History Centre: Matthew Blake, Kevin Briggs, Anita Caithness, Laura Clarke, Chris Copp, Ben Cunliffe, Howard Dixon, Sarah English, Dominic Farr, Tim Groom, Rebecca Jackson, Helen Johnson, Henrietta Martinez, Julie O'Neill, Joanne Peck, Amanda Spearman, Liz Street, Bev Sutherland, Lisa Williams, Mel Williamson.

Stoke on Trent City Archives: Louise Ferriday, Andrew Dawson, Meriel Lees, Moira Lewis, Mandy Pover, Rebecca Jackson, Hayley Underwood.

### Volunteers

Our thanks to the following volunteers for supporting our service across a number of roles.

Alan Preece, Anastasia Nelson, Andrew George, Angela Velu, Angus Jordan, Ann Fisher, Anne George, Ariadne Plant, Barbara Hodge, Barry Gratton, Beth Jones, Bob Jones, Bob Metcalfe, Brian Cooper, Carol Turner, Caroline Nash-Smith, Catherine Nichols, Catherine Turner, Ceris Roberts, Christine Millard, Christine Reynolds, Claire Jackson, Clare Hannon, Colette Siddiqui, Colin Webb, Corinna Rayner, Dave Ward, David Bennion, David Tovey, Denise Allman, Dianne Shenton, Emily Edwards, Frank Foy, Heather Edgeley, Helen Holmes, Jackie Williams, James Sturgess, Janet Edwards, Janet Kisz, Janet Wheeler, Jill Sumner, Jim Miller, Jim Preston, Jim Sutton, John Bennett, Josephine Foy, Joy Pownall, Joyce Jones, Judith Ash, Julia Newton, June Ellis, Ken Barlow, Kevin Mottram, Les Woolley, Lesley Jones, Lester Meredith, Lindsay Lorenz, Liz Ford, Liz Newman, Liz Wise, Margaret Whitehurst, Margaret Beard, Martyn Bailey, Matthew Blake, Melvin Bourne, Mike Bulmer, Mike Goldstein, Mithra Tonking, Natasha Yardley, Nigel Maus, Pam Woolliscroft, Patrick Brough, Paul Niblett, Penny Twibill, Pete Gurney, Peter Baines, Peter Hambley, Peter Harding, Randle Knight, Ray Wilson, Richard Totty, Robert Robinson, Sandra Hassall, Shelley Robotham, Sue Gill, Sue Walker, T.W.Cotton, Tim Groom, Tony Degg, Valerie Bourne

Thanks to Liz Ford who has now stepped down from her volunteering role after almost two decades.

### Friends of the Archive Service (FoSSA)

Our thanks to the committee and members for their support throughout the year: Dianne Barre, Andrew George, Sue Gregory, Val Gannon, Malcolm Price, Andrew Sargent, Richard Totty.

### Joint Archive Committee 2021/2022

Elected members of Staffordshire County Council: Victoria Wilson (Chair), Mark Sutton, Mike Davies (Observer), John Francis (Observer).

Substitute members: Janet Eagland, Mark Deaville, Jonathan Price

Elected members of Stoke on Trent City Council: Lorraine Beardmore (Vice-Chair)

Substitute member: Janine Bridges

## APPENDIX 1

## Part 1

## Public Service Statistics – Financial Year 2021/2022 (2020/2021 in brackets)

	STAFFORD	STOKE	BURTON	TOTAL
<b>PERSONAL USE</b>				
Total number of individual visits	1,002 (204)	403 (0*)	0* (0*)	1,405 (204)
Total number of documents produced	6,502 (2,186)	774 (0*)	N/A	7,276 (2,186)
Total number of museum objects on display				4,271 (4,204)
Total number of Ordnance Survey maps and local studies items produced for consultation	922 (256)	753 (0*)	0* (0*)	1,675(256)
<b>DISTANCE USE</b>				
Total number of email/postal enquiries	2,745 (2,734)	1018 (829)	N/A	3,763(3,563)

Total number of telephone enquiries	1,035 (266)	326 (0*)	Not recorded	1,361(266)
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### REPROGRAPHICS SERVICES

Total number of photocopies/ microprints supplied and total number of orders (including scanning)	1,072 (1,459)	890 (284)	N/A	1,962 (1,743)
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Total number of photographic orders	170 (173)	7 (25)	N/A	177 (198)
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Total number of photographic permits issued	241 (68)	40 (0*)	N/A	281 (68)
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\*Nil due to service closure during COVID-19

### RESEARCH SERVICES

Total hours of research for the public, and	36 (91.98)	15.75 (3.4)	N/A	51.75 (95.38)
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total number of orders	31 (68)	16 (5)	N/A	47 (73)
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### ONLINE USE

Total number of website visitor sessions				70,579 (77,449)
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Total number of visitor sessions to online catalogue				22,939 (22,776)
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Total number of visitor sessions on Staffordshire Name Indexes website	22,600 (22,312)
Staffordshire Past Track	252,938 (347,537)
Social media streams (FB reach, Twitter impressions and Instagram likes)	1,732,054 (2,365,998)
<b>OUTREACH ACTIVITY</b>	
Total number of attendees at Archive & Heritage Service events	330 (68)
Total number of volunteer hours (from 2020/21 includes museum volunteer hours)	3,607(4,024)

**Part 2**  
**Performance Monitoring against Service Targets**  
**Monitoring was suspended during COVID-19 for 2021/22**

**Part 3**  
**Local Performance Indicators 2020/21**

Performance indicator	Outturn 2020/2021	Outturn 2021/22
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<b>1. Use of Service</b> <ul style="list-style-type: none"> <li>- Personal visits</li> <li>- Online visits</li> <li>- Email, postal and telephone enquiries and orders</li> </ul>	1,505,087	2,058,922  (*NB 21/22 includes museum collections for first time)
<b>2. Engagement with the Service</b> Attendances at <ul style="list-style-type: none"> <li>- Events and celebrations</li> <li>- Talks by our staff</li> <li>- Educational and community group visits to our offices</li> </ul>	68	330
<b>3. Number of volunteer hours</b>	4,024	3,607
<b>4. Customer satisfaction</b> Percentage of users expressing satisfaction with overall services and facilities	97.5% (from audience research survey)	99.0% (from CIPFA survey)
<b>5. Use of collections</b> (new indicator) Number of documents/objects consulted and on display	6,390	10,773

