

Local Members Interest	
Members' name	Electoral Division
N/A	

## Staffordshire and Stoke on Trent Joint Archive Committee 21 February 2013

### Staffordshire and Stoke on Trent Archive Service: Annual Service Plan 2012/2013: Predicted Outturn Performance

#### Recommendation(s)

1. That this report informing the Committee on the predicted outturn against the targets set in Joint Archive Service's Annual Service Plan is received and noted.

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

#### Reasons for Recommendations

2. The Archive Service has made good progress against its targets this year and a more detailed summary is set out at Appendix 2 to this report. The predicted performance indicators to 31 March 2013 are recorded in Appendix 3.

#### Background

3. The Annual Service Plan sets the annual targets for the performance of Joint Archive Service. These targets work towards the overall achievement of the Archive Service's current three- year service objectives, which are set out in its Forward Plan, 2012-2015, approved by the Joint Archives Committee at its meeting on 23 February 2012. The key achievements are highlighted below.

#### 4. An integrated onsite and online customer experience

The Archive Service has retained the Customer Service Excellence Standard and achieved compliance plus for its community engagement work. The Service also maintained its 99% customer satisfaction rating overall despite implementing reductions in opening hours at two of its service points. Excellent progress has been made on the Digitisation Project with the award of the tender due at the end of March.

#### 5. An innovative online presence which showcases Staffordshire's archives

The most significant development this year has been the launch of the Archives and Heritage Facebook page which has enabled the Archive Service to reach new audiences. The site has attracted over 100 likes and on average 8 articles a month are published. The Service has also attracted grant funding

from the National Archives for the digitisation of the Manorial Documents Register for Staffordshire. This work helps to raise awareness of the service's collections and elevate its profile.

#### 6. Engagement with Staffordshire's communities to strengthen their identity and place

This year the Rural Roadshow was held in Rolleston-on-Dove and attracted a high proportion of the local community. The success of the event was down to successful partnership working with local groups and was also supplemented with a visit from the Museum on the Move. Requests continue to come in to run this event around the county. The Children on the Move evacuees' project was completed with the launch of the website and touring exhibition. The website has attracted over 5,000 visits so far and it is expected to exceed 6,000 for the year. The Archive Service has also benefitted from a successful bid for Arts Council funding lead by the County Museum and Staffordshire Museum Consortium. The project is scoping work for the First World War Centennial and will help inform future work for the Archive and Heritage Service and partners. This will be a key area of activity over the next five years.

#### 7. Celebrate and discover Staffordshire's history

This year has seen the completion of the final phase of the Cultural Olympiad programme. The second Staffordshire History Day in partnership with Keele and Birmingham Universities has been organised due to run on 9 March and is likely to attract a similar amount of interest to the previous year. The Service has redeveloped its family history course which is running at the moment. The course filled up quickly indicating continued interest in this area.

#### 8. A sustainable high performing service which provides leadership for the Archives and Heritage sector

The Service has completed improvements to strongrooms at Stoke on Trent City Archives which means that the whole Service can now be re-inspected by the National Archives. This is a requirement for Places of Deposit with inspection being repeated at regular intervals or if there has been a change in service provision. Great progress has been made in the development of proposals to relocate the William Salt Library Collection with public consultation being carried out in November.

#### 9. Improving and promoting user access to Staffordshire's archive collections

Work has continued steadily to improve the level of information about collections and add more entries to the online catalogue. Targets in this area were revised last year following the restructure of the Archive Service. As such some targets are new and did not have a baseline figure. This is why some targets have not been met or exceeded by some margin. The targets will be reviewed this year. The Service was successful in its bid for the Bradford Collection cataloguing to be completed with £40,000 received from the National Cataloguing Grants Scheme. The collection is also being worked on as part of a Collaborative Doctoral Award in partnership with Keele University.

#### 10. Delivering high quality care of Staffordshire's archive collections

The Annual Conservation programmes have been successfully delivered. The Web Archiving project was completed in partnership with the National Archives. Work has been carried out to rationalise space in both Staffordshire Record Office and Unit QB Outstore. This work forms part of the preparatory work for the relocation of the William Salt Library. Further conservation work was carried out on the William Salt Library collections.

#### 9 Extend volunteer working to provide new opportunities for people to increase their skills and increase access to collections

The volunteer programme has continued to make good progress completing a section of the tithe map indexing project. A key development has been the launch of a new volunteer group at Staffordshire Record Office. This group is working on packaging and preservation work to improve the storage of collections. The new group are keen and very enthusiastic.

#### 10. Local Performance Indicators

The performance indicators were revised at the Joint Archive Committee on 21 June 2012. Some new targets were set including one for Usages of the Archive Service. This figure is set to exceed the target predominantly due to the continued increase in online access to Archive Service websites and resources.

Attendances at events has dropped by about 25%. This is because the previous year was boosted by the Out of Darkness exhibition visits compared to this year when no exhibition has been held.

Volunteer hours are likely to drop by about 15%. This is compared to very high levels over previous years and is partly due to changes in membership of some of the groups as well as ill health for some volunteers.

The approaches target is not likely to be met this but again is compared to continued previous high performance. Last year's outturn was assisted by survey work related to the For the Record project for the Cultural Olympiad.

Performance against the customer satisfaction target has been maintained. It had been predicted that overall satisfaction would fall after reductions in opening hours but this has not seen. However there have been comments about the changes to opening hours.

### **Appendix 1**

#### **Equalities implications:**

The service continues to offer choice in the way its services are accessed and has delivered a range of events onsite and offsite to reach a variety of audiences.

#### **Legal implications:**

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

**Resource and Value for money implications:**

The Archive Service delivers a range of work which is measured in a number of ways.

**Risk implications:**

Risks of not meeting performance targets are partly governed by resources.

**Climate Change implications:**

The revised indicators note attendance at onsite and offsite events including community events which have been delivered to avoid unnecessary travel. It also reflects the increased use of online resources.

**Health Impact Assessment screening:**

No significant implications.

**Report author:**

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**List of Background Papers**

Papers	Contact/Directorate/ext number
Annual Service plan bi-monthly reports 2012-2013	Joanna Terry/Place/ x278370