

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

## **Staffordshire and Stoke-on-Trent Joint Archive Committee 20 February 2014**

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### **Staffordshire and Stoke-on-Trent Archive Service: Annual Service Plan 2013/2014: 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 2014 are recorded in Appendix 3.

#### **Background**

3. The 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 renewed its award of the Customer Service Excellence Standard and achieved compliance plus for its community engagement work and the use of volunteers in the service. The Service has also carried out its annual customer survey and also consultation on a proposal to centralise the county service sites within an extended Staffordshire Record Office site. 243 responses were received but the results are still being analysed. Progress has been made on the Digitisation Project with the contract being signed at the end of October after delays on negotiations of the contract.

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

Since the development this of the Archives and Heritage Facebook page in 2012 the Service publishes on average two articles a week and expects to post 50 images of documents by the end of the year and currently has 288 likes (up from

100 last year). Work has also continued on adding new indexes to the Staffordshire Name Indexes website including 20 more years of wills and calendar of prisoners indexes.

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

This year the Rural Roadshow was held in Eccleshall and attracted 110 visitors. The exhibition was given to the town and was used again in August with 170 visitors. The Archive Service and County Museum delivered the Staffordshire Great War Trail project in April which was funded by the Arts Council. Key outcomes were a network of partners, a Great War website and an approved Centennial Strategy for the County Council in which the Archives and Heritage Service play a significant role. Work has continued to stimulate community interest in local history with a new group being set up in Tamworth in partnership with the Library and Arts Service.

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

The Service delivered a wide range of events, courses and talks throughout the year with an estimated 3,600 attendances. By far the most popular and well attended event was the exhibition: 'Stafford a proper little town'. This attracted 710 visitors when it ran for three weeks during September and October. It was ably stewarded by our volunteers and the interpretative exhibition was displayed in Staffordshire Place for a further two weeks in November.

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

The Service achieved approval as a Place of Deposit following an inspection by the National Archives in April. The most significant piece of work has been the development of proposals to centralise County Archive Service sites at an extended Staffordshire Record Office. The proposals were approved by the Joint Archive Committee and Strategic Property Board in November 2013 and are due at Cabinet on 19 February. This major project will occupy the Service for the next 2-3 years.

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

Work on cataloguing the Archive Service collections has made great progress this year thanks to grant funding, collaboration with Keele University, and the dedication of both staff and volunteers to keep this work moving forward. The grant funded cataloguing project for the Bradford Archive began in September 2013. At the same time the collaborative doctoral award student completed his work on the same collection. In addition the service received £40,000 funding from the National Archives to deliver the Manorial Documents Register project for Staffordshire. All of this work feeds into our online catalogue and allows people to search the descriptions of our collections and encourages use of them.

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

The Annual Conservation programmes have been successfully delivered. 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.

#### 11. 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 and beginning a new section. The preservation volunteer group has continued their work in repackaging aerial photographs and electoral registers.

#### 12. Local Performance Indicators

The targets for the performance indicators were presented at the Joint Archive Committee on 20 June 2013. The figure for usages of the Service is predicted to be 250,000 which is 20,000 below the target. The main cause of the dip appears to be online user statistics. The Service has experienced unexplained dips before along with other cultural services. It seems that changes in the way statistics are collected can have an effect.

Attendances at events is predicted to exceed by about 20%. This is partly because of the exhibition, Stafford a Proper Little Town as it has been displayed at two venues.

Volunteer hours are likely to increase by about 4-5%. There was an increase in the number of hours when the volunteers steward the exhibition in September and October.

The approaches target is likely to be met this year and remains fairly constant about 220 per year.

Performance against the customer satisfaction target is predicted to be maintained but analysis has not yet been undertaken.

#### 13. Conclusion

Overall the performance of the Archive Service has remained strong with success in attracting grant funding resulting in several projects. Added to that work has progressed very well on the major change project to centralise the county sites. Finally the core work has not been neglected and has continued to make steady progress.

## **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 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 2013-2014	Joanna Terry/Place/ x278370