

Annual Report 2014/2015

Staffordshire & Stoke on Trent Archive Service

MUNITION WORKERS STAY AT YOUR WORK

The Army must have men fit for general service.

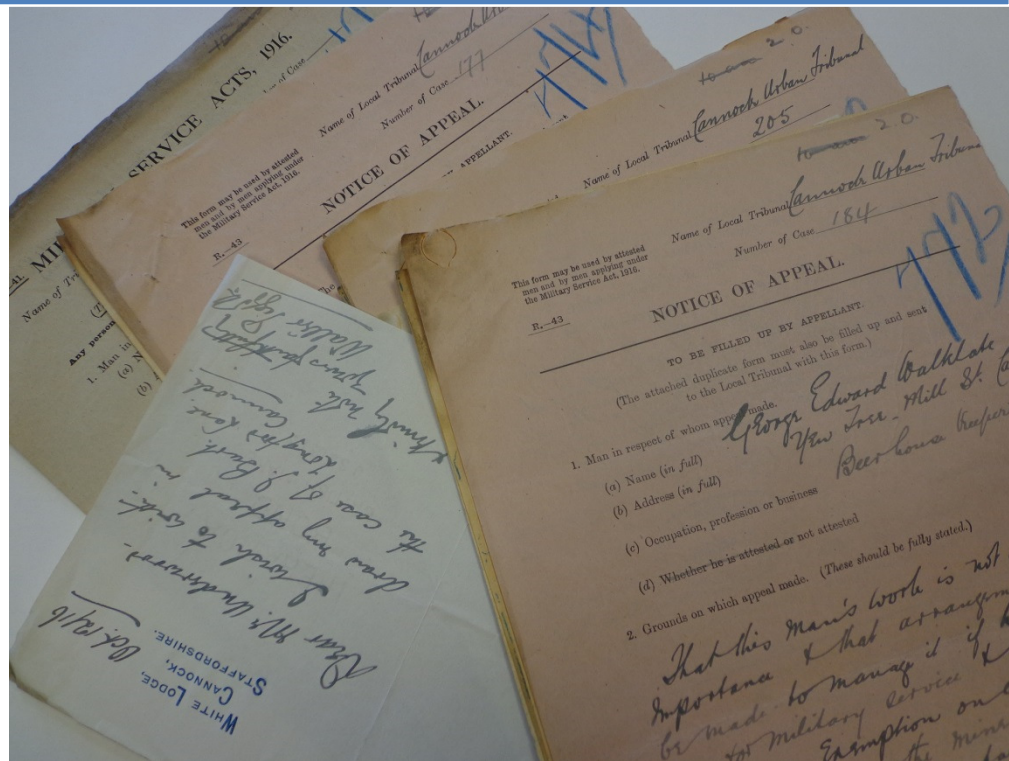
Although your badge is withdrawn, does not follow—especially if you are over 31—that you are wanted in the Army.

You may be serving your Country better at your present job than in the trenches.

Remember the Army must have munitions in greater quantities than ever.

Your Country relies upon you answer the call when it comes.

**TILL THEN
STAY AT YOUR WORK**



STAFFORDSHIRE
STOKE ON TRENT
• Archive Service •

Introduction

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.

This year the Archive Service has focussed on delivering a number of grant funded projects and developing its ten year vision for the future. These projects have involved strong collaboration with partners, users, volunteers, Friends groups and of course staff. The Service not only meets user demand it also supports the aims and objectives of its two parent authorities. The Archive Service supports the County Council and City Council by delivering a service and projects to engage local communities making them stronger and more aware of their history; supporting learning and delivering placements to enable people to develop new skills leading to better employment opportunities; and delivering a strong volunteer programme which also supports skills growth but crucially enables many older people to feel happier and more independent.

This report shows how the Archive Service has progressed during the last year and highlights its key achievements including completing grant funded projects to catalogue the Bradford Archive, to digitise the National Archives index to Manorial records held in Staffordshire, and attracting funding to digitise and index rare Great War Military Tribunal records. The Service also delivered the first phase of its project to digitise family history records with Find My Past.

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.

Performance

Joint Archive Service Objectives 2012-2015

The Joint Archive Service works to a three - year service plan and 2014-2015 is the final year in the current Forward Plan for 2012-2015. Our objectives for the Service for this current three year cycle build on the work, carried out to build and improve the Joint Archive Service since its establishment in 1997. They are:

- ❖ An integrated onsite and online customer experience
- ❖ An innovative online presence which showcases Staffordshire's collections
- ❖ Engagement with Staffordshire's communities to strengthen their sense of identity and place

- Celebration and discovery of Staffordshire's history
- ❖ A sustainable high performing service which provides leadership for the Archives Heritage Sector
- ❖ Improving and promoting user access to Staffordshire's collections
- ❖ Delivering high quality care of Staffordshire's collections
- ❖ Extended volunteer working in Archives & Heritage providing opportunities for people to increase their skills and help support access to collections

In order to make progress towards these strategic objectives, the Service works to detailed annual Service Plans with identified outcomes. Final performance against the targets for the 2014/2015 Service Plan was reported to the Joint Archives Committee prior to the end of the financial year.

Performance against Local Performance Indicators and Charter Targets

The most satisfying measure of the Archive Service's overall performance is to be seen in the customer satisfaction rating which remains very high at 100% and is an increase on the previous year. It reflects the continuing high standard of customer care shown by front line staff in the Archive Service. The overall usage of the Archive Service increased by 18% mainly due to a higher number of virtual visits.

This year we saw an overall reduction of 14.6% in the numbers of personal visitors to the Archive Service. This is a much higher reduction than in previous years and part of an ongoing trend across archive services generally as users demonstrate a preference to access material online. More of our event visitors were at activities away from the offices this year too.

Our first instalment of parish registers went online in summer 2014, aiming to meet this demand and generate income. The effect is also shown in a 36% reduction in the number of parish register microfiche accessed onsite this year. As a result of this, we have replaced three microfiche readers in the searchroom with public access computers to reflect the changing nature of use. We also stopped our provision of copy register microfiche this year, but completed one outstanding order for a regular customer.

Purchase of daily and annual photography permits continues level, while reprographic services have again shown increasing numbers of photographic orders. This demonstrates the changing nature of research as users request images from us (or speedily create their own) to study later rather than carrying out all their research onsite over days. Research services saw a reduction in total use due to the availability of information online, but our new offer of a short 15 minute look-up was popular and meant that the actual number of individual research orders increased.

The number of original documents consulted decreased by 17% but the Archive Service still compares well with other non-metropolitan services. It ranks 11th out of 48 services in the CIPFA statistics for the number of items produced per 1,000 population, an improvement of 3 places on last year.

Online use of the Service has seen a mixed picture again this year, though overall the trend is upwards. Figures for visits to the main Service website where people can find out about visiting the service are up by about 8%. However visits to other online resources

such as the Staffordshire Name Indexes site showed a decrease, while for Staffordshire Places they increased. The online catalogue still has a high level of use, up by 2% this year and ranking 8th out of 48 other comparable services in the CIPFA statistics based on per 1,000 population. Statistics for the use of the Service's online and other resources is provided at Appendix 1.

Major Projects: The power of archives to engage individuals and local communities with archives

Staffordshire Appeals: Great War Military Tribunal Appeals Archives

In 2014 Staffordshire and Stoke on Trent Archive Service received £37,600 from the Heritage Lottery Fund for a project based upon opening up access to one of its hidden gems, the rare survival of the Mid-Staffordshire Appeal Tribunal records. The project *Staffordshire Appeals: Opening access to Staffordshire's Great War Local Military and Appeal Tribunals* began this September. The records of all Military Appeal Tribunal records across the country were destroyed by order after the war but the chance survival of the Staffordshire collection makes these particularly significant. As we approach the centenary since their creation, we believe that this rare survival offers a real opportunity to learn more about war in Staffordshire. Not only about those who were called to the Colours, but on the world of Staffordshire's communities at that time, helping us to understand the stresses and strains on work and family life during 'the Great War'.

When we announced that we had received funding for their Great War project over 100 people offered their time. So great was the interest that the service had to stop taking new volunteers after the fourth day! This unprecedented interest has meant that the service has been able to do much more than we originally intended.



The first group to start has begun work on repackaging the documents. Other volunteers have been working on indexing and scanning the records as well as on local tribunal records.



One of our new volunteers, Nicola, scanning in our Appeal Tribunal records.

Thanks to the extra numbers of volunteers we will now be working the collections at Stoke and Lichfield Archives, the William Salt Library as well as extraction information from newspapers held across Staffordshire libraries. In addition we have set up two research groups.

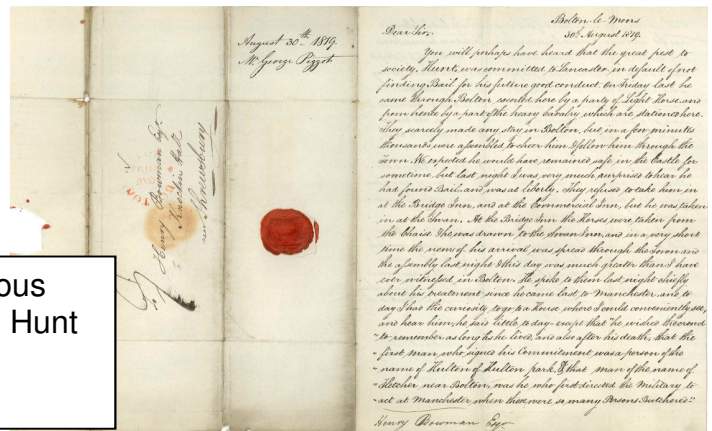


The Archive Service also supported a number of groups during the year who held their own events and obtained grant funding to deliver projects. This included Berkswich History Society, Ingestre and Tixall Local History Group and Kings Bromley Historians. All of our work with these groups is being showcased on the Staffordshire Great War website: www.staffordshiregreatwar.com

Completion of the Agents of Change Project

Hannah Dale (funded by the National Cataloguing Grants Scheme) completed her catalogue of the Bolton estate papers of the Earls of Bradford in September 2014. These papers, rich in

industrial and social heritage, add to the national importance of the Bradford Collection. One of the key discoveries is the significant eye-witness accounts of the events surrounding Peterloo, which we will use in 2019, the bicentenary.



Peterloo letter describing the rapturous welcome received by Henry 'Orator' Hunt in Bolton in 1819 after the events in Manchester

The Earl's agents commented on current events (Peterloo, industrial unrest, WW1), social issues (the spread of nonconformity, public health and cholera) and politics. The collection,

showing how urban expansion was shaped by Bolton's Staffordshire landowner and his agent, has already been used by a PhD student for a comparison with the development of Walsall. The catalogue now comprises 5,226 catalogue entries. As part of her work Hannah appraised the collection and weeded 20 boxes of material of no evidential significance or duplicated elsewhere.

It was rewarding for us to see Hannah make the transition from volunteer to member of staff, developing professional knowledge and skills with the support of the Archive Service. Hannah is now employed in a similar post at Gloucestershire Record Office.

Creating and Archive and Heritage Service fit for the future

During the winter the Archive and Heritage Service began work with consultants and stakeholders to develop a ten year vision for the future. Using the feedback from the unsuccessful 2014 Heritage Lottery bid the management team started from a blank sheet of paper and invited stakeholders and partners to take part in a series of workshops to co-create the new vision. In February we asked the general public to get involved and give us their views on that vision. After amendments it was approved in March by the Joint Archives Committee.

The main proposals include:

- Involving more people in the services by working in partnership with users and trustees
- Creating a sustainable service that can be more resilient and able to care for the collections it holds.
- Improving the online service to offer access to more digitised collections and reaching people through digital media.
- Reaching more new people to enjoy and learn from and use the collections.
- Buildings that provide the right conditions for our collections and a service that retains its excellent rating for customer service

The vision is one of the building blocks that we need in place before we consider options for delivery and changes we need to make to the service.



A stakeholder workshop with staff, partners, and friends groups enthusiastically working to develop a new vision for the Service in December.

More workshops have been held to develop delivery options working with a wider range of groups.

Further events and opportunities for people to have their say on the service delivery proposals will take place later this summer. This will help the Service finalise the preferred option and finally submit a new HLF bid in December.

Strategic support for local archive services

During the summer the Head of Archives and Heritage discussed proposed to offer strategic support for Sandwell Community History and Archive Service. The contract was

agreed in July 2014 and generates £3,000 of income for the Archive Service. Support is offered in person and remotely mainly by the Principal Archivist. This is a three year agreement and was fully supported by the National Archives.

At the end of March 2015 a tender for conservation support for Walsall Archives and Local Studies was won by the Archive Service. This contract will be for nine months initially for two days per week will generate approximately £7-8,000 income in 2015/2016.

Based on these initial contracts the Service will look at other potential support activities for neighbouring services. Advice and support has also been provided for other services looking at digitising records with commercial partners.

Staffing the Archive Service and Developing Skills

There have been a few changes in staffing this year. Since April 2014 Marie Rayson left the Service as Deeds Service and Admin Support Assistant. Hannah Dale left in September 2014 when the Bradford Archive Project was completed. Sarah Charlton also left as archivist for the Manorial Documents Project when that completed in February. Rachael Cooksey was confirmed in post as Volunteer Coordinator and also appointed as Staffordshire Appeals Project Officer. Jenny Lewis returned from maternity leave to resume her post as Archive Assistant at Lichfield Record Office. Sue Bates-Hird retired from her role as Archive Assistant and was replaced by Henrietta Martinez also at Lichfield Record Office.

Training

Members of the Archive Service staff attended a wide range of training and development activity throughout the year:

ARA Conference (1), ARA Records Management (1), County Council Induction (1), Covers for Limp Vellum Bindings (1), Deaccessioning and Disposal (1), Discovering Collections, Discovering Communities (1), Forward Planning (1), Funding the Archive Sector (1), Health and Safety Audit and Evaluation (1), Meeting the Challenge of the New Curriculum (1), My Performance Conversation (3), Personal Awareness and Impact (1), Practical OAS Digital Preservation (2), New accessions (11), The Digital future of Public Services (1), Tourism and Culture Staff Conference (4), Working with volunteers cleaning library materials (1).

Three members of staff also continued to follow the distance learning course in Archive management at University College Wales, Aberystwyth. One member of staff completed the course during the year gaining a distinction.

The Service also hosted a conservation intern, Jenny Snowden, funded by the Clothworkers Foundation. More detail on her work and training is available under the conservation section.

Volunteers: Involving people in delivering access to collections and learning new skills

Our Tuesday volunteers groups remain vibrant and busy, just nine title awards remain to be indexed this year. Quarter Session rolls have been listed back to 1653 and are increasingly challenging. 7,462 names from Coroners Reports between 1849 and 1861 were indexed plus 2,600 entries for Prosecution Briefs. These records are going onto our online catalogue and are now available to search on our online index website, Staffordshire Name Indexes.



The Preservation volunteer group

This is the second year re-boxing the Staffordshire Advertiser glass plate slides. This project is saving a large amount of space in the photographic strongroom and so far three shelves have been saved by condensing the collection into boxes that are much lighter and safer to handle. This year 35 out of 41 boxes of glass photographic plates have been packaged and re-housed in the new boxes. The volunteers are producing a list and descriptions as they proceed which will be a valuable resource to give access to the collection. They have spent some time cross referencing images from the glass slide collection with images used in actual published copies of the Staffordshire Advertiser.

At Lichfield Record Office

The wills volunteers completed the indexing work on Consistory court wills 1761 to 1770. These indexed records are expected to be added to the Staffordshire Name Indexes site shortly, bringing the total number of wills there to over 100000. They have begun work on the next batch of 10 years from 1771, and some have started on the period 1630 to 1639, where the wills boxes are arranged alphabetically first and then by year.

Two NADFAS volunteers have continued their indexing work on modern diocesan faculties, received from the Diocesan Registry. While waiting for the next instalment of faculties, they have continued to work on unlisted faculty bundles from the late 1880s and early 1890s.

Volunteers have continued indexing and numbering 18th and early 19th century marriage bonds, for the main Consistory series. This will eventually enable information to be presented to an online audience through the Service's website. It has already ensured greater control and ease of use for the records themselves in the public search room at Lichfield.

At Stoke on Trent City Archives

Stoke-on-Trent City Archives has hosted volunteers on the Great War Project, looking at the Sentinel newspaper, indexing the one surviving Stoke Military Tribunal Register, and researching the effects of the War on the pottery industry (Ruth Shaw, Val Cooper, Richard Benefer, Kathy Niblett). Graham Jones has continued to catalogue and geo-

reference the large photographic collection of Jim Morgan. Margaret Beard continues to index the Guardian's minutes of Stoke-on-Trent Poor Law Union and Pam Woolliscroft has made good progress on the cataloguing of Robert Copeland's papers within the archive of Spode Museum Trust. These papers represent not only his own researches but are also the result of his care to collect and preserve interesting company papers throughout his long association with the factory.

Our volunteers have contributed 7,429 hours in the last year which is an 18% increase. The increase was mainly down to the Staffordshire Appeals and the Manorial Documents Register Projects. We held a Christmas party to thank our volunteers across the Service for the work they have done with us.

Placements

There were three school work experience placements at Staffordshire Record Office last year plus one at Lichfield Record Office and another at Stoke on Trent City Archives. Three young people seeking experience within the archive sector undertook extended placements with the service during the year. They were Becci Rushton, who worked on our theatre programmes and assisted greatly with moving our catalogue of local government records onto CALM; Georgina Atterbury who worked on the Spode factory sales catalogues and brochures and Alex Whewall who, before the start of the Great War Project, was helping index the tribunal register and a collection of letters kept by the secretary to the tribunal.

Stoke hosted one student from the Keele University history course for a term-long placement totalling 70 hours. Adam Pover worked on the records of George Edwards and Co., which relate to the process of flint milling and supply to the pottery industry. Over the year we have had taken a total of six University placements.

Public Services: Involving people in service delivery

Customer Service Excellence

In December 2014, the Archive Service was granted a renewal of the Customer Service Excellence award originally granted in 2010, with continuing rolling assessment due over the next three years. We retained our full compliance and our "compliance plus" awarded to us for our work with volunteers, under the criterion for friendliness and understanding of customer needs. Our external assessor was particularly impressed by our volunteers, with the level of support they provide and their enthusiasm.



The Government Standard

Improving Onsite Services

This year we delivered 6 sessions on Making the Most of your Archive Service, 7 family history surgeries in Staffordshire Libraries and 45 one to one support sessions for Ancestry.com in Stoke on Trent Community Libraries.

The Family History Club continued to meet with 208 attendees and an active programme of talks.

We have also continued our exhibits of interesting documents at Staffordshire and Lichfield Record Offices.

Improving Online Services

Digitisation Project

Last year we announced that the Archive Service had appointed DC Thompson Family History (“Find My Past”) as its commercial partner for the “Staffordshire Collection” Digitisation Project. The project involves the digitisation and indexing of the following key family history sources held by the Archive Service, and their addition to the “Find My Past” website:

- Staffordshire parish registers to 1900
- Diocese of Lichfield wills to 1858
- Marriage allegations and bonds



Existing microform surrogates were digitised and indexed, and in July 2014 the indexes and images were made live on Find My Past. Filming of original register for which there was no suitable microform surrogate continued through 2014. It is anticipated that the second tranche of parish registers will be made live on Find My Past in July 2015.

Images from the Staffordshire Collection are freely available in record offices and libraries in Staffordshire and Stoke on Trent.

Staffordshire Name Indexes Online

The Staffordshire Name Indexes website continues to be heavily-used by researchers, and by family historians in particular. During the year the site has been reformatted to make it “mobile-friendly”. This new site will be made live by the end of July. It will contain two new indexes and a further expansion of the Wills index. We are grateful to our volunteer groups at both Staffordshire Record Office and Lichfield Record Office, without which this helpful website would not be possible.

The Staffordshire Weekly Sentinel newspaper published photographs of soldiers from the beginning of the Great War in August 1914. The photographs relate not only to those killed in action, but to the missing, wounded and prisoners. The index enables researchers to quickly locate and obtain copies of newspaper entries.

The index to Coroners' reports to the court of Quarter Sessions covers only a brief period (1850-1861), but it is significant as the Coroners' own records for the period have not survived. The reports were drawn up to justify the expenses claims that the Coroners submitted to the court.

The index to Lichfield Diocese wills is particularly popular with people tracing their roots not only in Staffordshire, but also in Derbyshire, Shropshire and Warwickshire. We have added a further 10 years-worth of names, so that it now runs from 1640 to 1770.

Gateway to the Past Online Catalogue

The online catalogue, "Gateway to the Past", continued to expand further during the year. 25,500 new catalogue entries were added to the database, as a result of the cataloguing of newly acquired accessions, back-cataloguing work and the continuing editing of legacy catalogues.

In addition, 550 "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.

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 regularly updated to enable service users to remain up-to-date with the latest information on three major projects:

- development of the Archive and Heritage Service Vision
- the "Staffordshire Collection" Digitisation Project, and
- the Friends of the Staffordshire and Stoke on Trent Archive Service Tithe Map Digitisation Project

Overall visits to the Archive Service website have increased by 7.6% up to 74,912 and visits to the online catalogue, Gateway to the Past, also increased by 1.6% to 134,340. The rest of our online resources including websites such as the Staffordshire Name Indexes, Staffordshire Places and online exhibitions increased by 2.3% to 51,073.

Social media



During the last year we have drawn up a Digital Engagement Strategy for the service. We did this because of the huge range of options available to a service such as ours and a strategy helps us identify where best to put our resources. For the moment we have chosen to concentrate on growing our Facebook page and have begun to use Twitter. The aim is to increase engagement with the wider community and to find new ways for us to highlight our collections and the work that we do. So far we feel that this has gone very well, a notable successes so far being the 'Christmas Truce' letter which made the news nationally and internationally.



Statistics

Facebook Reach 46,189
(+167%)

Twitter Impressions 120,500 (not measured previous year)

Publications and Service Information

Publications this year unsurprisingly featured both world wars quite highly, tying in with events held elsewhere in the service. A Brief Guide to Staffordshire's War Memorials, was produced for sale at the Roadshow event and the WW1 Study Day and is now on sale in the Reading Room. This was developed from a guide originally published online, in response to requests for a "traditional" version that could be purchased.

We also updated our older 'Staffordshire at War' Pack (WW2) to include some new material, and revised the 'Staffordshire & the Great War' Pack to tie in with the WW1 Centenary, again including some new material.

A new 'Music in the Archives' pack (along with a new mini-publication looking at organs in the archives) was also produced to tie in with a Reading Room showcase display.

Using the Archive Service

This year we saw an overall reduction of 1.3% in the numbers of personal visitors to the Archive Service. This is a slowing down of the reduction compared to previous years and is still part of an ongoing trend across archive services as users continue to access material online.

The number of original documents consulted increased by 1.7% and the Archive Service compares well with other non-metropolitan services. It ranks 14 out of 59 services for the number of items produced per 1,000 population.

Reprographic services have shown increasing numbers of copies and orders. After a review of the charging for photography work we have seen orders triple. Purchase of daily photography permits has continued to grow. This shows the changing nature of research as users request copies/images from us to study later rather than carrying out all their research onsite. Research services saw a slight reduction in use due to the continued effect of the financial climate and availability of information online.

Online use of the Service has seen a mixed picture this year. Figures for visits to the main Service website where people can find out about visiting the service are down by about 8%. However visits to other online resources such as the Staffordshire Name Indexes site showed an increase of 13%. The online catalogue still has a high level of use ranking 7th out of 59 other comparable services in the CIPFA statistics based on per 1,000 population. Statistics for the use of the Service's online resources is provided at Appendix 1.

Consulting Users and Partners

The Service surveyed its users as part of the national Public Services Quality Group user survey this year in August 2014 to measure customer satisfaction. The survey enables us to benchmark our performance against others, regionally and nationally, as well as analysing our own performance against key targets. The results this time indicated an overall 100% user satisfaction rate (on the basis of those rating our service either good or very good, the top two ratings), based on returns from 264 people surveyed during a period of three weeks across the Archive Service.

Headings have been changed since the previous PSQG survey in 2012. For the identical categories of service provision and delivery surveyed, the results were as follows:

Opening hours	80%
Physical access	98%
Visitor facilities	87%
Waiting time for production of original documents	99%
Microform facilities	95%
Copying services	96%
Quality of staff advice	100%
Friendliness and helpfulness of staff	100%

Across the service overall, these areas all show a pattern of improvement against the 2013/14 figures. The opening hours question, where disappointment with the reductions across the service dramatically skewed the results in 2012, saw the largest gains this time, up 11%. Although making the smallest gain, the increase from 99% to 100% in the final two categories, which reflect directly on staff attitude (and overall perception of the Service) was also particularly satisfying.

We were encouraged by the fact that the public remain supportive of our staff and service – with opinions such as “Thank you for such a well-planned system which enables us to make effective use of your resources”, “I travelled a fair distance to get here and got much more done than I thought possible. This was due to the considerable help given by the people working here” and “Excellent helpful staff and very knowledgeable. I work at the Sentinel and regularly send customers over here to use the archives. Very good service and I will tell others this as well”.

We can also identify from these surveys broad elements of economic benefit for our communities. So, of surveyed visitors, 7% paid for overnight accommodation, 20% visited other places of interest in the area and 13% ate out locally. There was also a strong write-in vote under “other” for shopping, a category not included in the main run of options this year, unfortunately. More than 60% of our visitors are local residents, but we should not underestimate the value of family history tourism reflected in the nearly 40% of our visits from the rest of the UK and overseas, while accepting that this will reduce as more of the family history sources that we hold become available online.

Complaints, comments, compliments

During the year the Service received one complaint. The complaint concerned wording on the Staffordshire Name Indexes website about the provision of transcripts of documents. The wording was amended to make the definition of a transcript clearer. The Service also received two comments and 159 compliments.

The following examples speak for themselves:

Many thanks for the very prompt and efficient service. The images have downloaded with no problem and are of great quality.

Many thanks for the reply to my recent request for information regarding my great grandmother in the Tamworth Union Workhouse. Your reply has more than confirmed that my research was correct and it has enabled me to understand so much more about the life of this poor lady.

I have omitted to say a very big thank you to you and the rest of the team for the excellent Road show day last Saturday. I have had nothing but praise for the whole event. The standard and content of the displays was truly professional.

Delivering access to a range of Learning, Recreational and Cultural activities for Staffordshire's people and communities

Events and Exhibitions

A noticeable shift this year has been an increased emphasis on using digital means to promote our events, this has proved very successful meaning we no longer have to mass produce fliers for each event.



Last year's Roadshow took place at Codsall with nearly 350 people in attendance and very positive feedback from the local community.

The **Staffordshire History Day** goes from strength the strength. The partnership with Keele University and the Centre for West Midlands History (University of Birmingham) means we can access a wide audience and delivers a series of interesting lectures. This year we had a fascinating talk on 'Staffordshire men at Agincourt' and another on 'Rediscovering Thomas Anson' as well as updates from the worlds of Archives, Museums and Archaeology.

In September we held a WWI Study Day **Remembering How Staffordshire Went to War** this was done with staff from across the Archive and Heritage Service as well as two community groups, Lev Wood, of the Blythe Bridge & Forsbrook Historical Society and Peter Chamberlain, from the Eccleshall Great War Project. It was a really interesting day and a new way for us to deliver a study day in partnership with community groups.

This year's Study Day held in partnership with the Victoria County History was **The Early Modern Village in Staffordshire**, a successful day taking us through the sources with examples of the types of employment people may have found in rural Staffordshire.

Schools, higher education and adult learning

We continued to support the Keele Local History Certificate, which this year also included undergraduates from Keele which led to increased numbers on the course and meant for lively and interesting discussions. We have also held sessions for Birmingham City Universities 'Teacher Training' as well as a group from Stafford College. We have worked with three schools over the last year although this continues to be a difficult environment.



Busy reading room full of enthusiastic students

Research group

Over the last year the Community Research Group has continued to work with Dr Nigel Tringham supporting his work on the next Victoria County History volume which will have Tamworth as its focus. The group have collected and researched original sources and looked in detail at occupations across the ages and a marathon exercise using the census data for Tamworth for a demographic exercise.

We have continued to support the Tamworth History Group which meets once a month at Tamworth Library. The meetings are friendly and relaxed affairs. Some people attend every session, others just pop in. The meetings alternate between those sharing their research and an invited guest speaker. Meetings have been on the topics of: the Library, Tamworth Castle and the Staffordshire Archive and Heritage Service facilities. The enthusiasm and pooled knowledge helps those who attend develop their own interests. The discoveries of Settlement papers at St Editha's as well as information on WW1 have been areas of exploration for members.



Tamworth History Group at Tamworth Library

Collections Management and Development

Accessions and Cataloguing

The range of records deposited with the Joint Archive Service continues to reflect the many and varied aspects of life and work in the County and the City. A full list of the Annual Accessions for the calendar year 2014 is available on the Archive Service website.

This year 129 separate accessions were received from private and external official sources. Additionally we received 15 accessions from within the County Council. Although this is slight a drop in the total number of accessions normally received within an average

year, it by no means indicates a drop in the quantity. The total volume of all collections received across the service was 492 boxes or 14.76 cubic metres, an increase on last year. This figure is dominated by two very large accessions at Stoke on Trent: records of the City Council from various departments, and particularly the Michelin Archive (see below for further details).

Active collecting activity was further reflected by a total of 83 additional contacts from or to members of the public and local organisations holding records but where, as yet, no records have been deposited, or where people have been referred to different repositories. This is a slight rise from the previous year. Taken together with the number of accessions received, this amounts to a total of 212 approaches or contacts concerning collections for the year, from external sources.

We have continued to put as much resource into cataloguing as possible because, without it, the public cannot access the collections in our care. The two very large collections mentioned above have affected our normal cataloguing percentages. Cataloguing of the Michelin collection will be progressed during a separate project involving staff and volunteers. Excluding that collection, we achieved 34.28% (in terms of volume) of newly deposited collections across the Service being fully catalogued. This year has also been notable for the large quantity of material that had to be appraised and extracted prior to final accessioning and cataloguing. This accounts for a huge additional 21 cubic metres (700 boxes) which has been appraised during the year, a very time-consuming process, which gives a percentage of total material catalogued or weeded as 67%. Additionally we have put a basic summary of most other uncatalogued new accessions into our online catalogue, as standard practice, so that the public can be made aware of them.

The year's cataloguing figure balanced against the total material received shows an overall improvement in the proportion of archives with either a full or partial finding aid online to 92.31% across the Service, compared to 91.19% last year, showing that cataloguing of new and older collections plus the inputting of old paper lists has kept up with the quantity of new accessions.

Manorial Documents Register Project

The Manorial Documents Register Project, funded by The National Archives, was completed in March 2015. It was led by Project Archivist Sarah Charlton, who had previous experience of similar projects in other counties.

The project included a number of different strands of work:

- Identification of manors, and rejection of "reputed manors" for which there is insufficient evidence. 295 manors in 139 parishes were proved, while a further 115 reputed manors were unproven.
- Creation of "authority records" for manors, detailing the evidence for their status as manors and their administrative history. 410 manor authority records were created for both proven and unproven manors.
- Listing of surviving records for each of the manors in standard form. Records have been identified for 235 manors, and the database now includes 5,437 entries, more than double the number of entries on the old register.
- Running events to publicise the Manorial Documents Register to local and family historians and the wider community, once the other work has been completed.

During the course of the project Sarah gave three talks to interested groups, and following its completion ran a workshop on using manorial documents.

Sarah was very ably assisted by nine volunteers in various of these tasks, though principally in the detailed listing of manorial records.

One item of particular note is what may well be the earliest record to be included in the Manorial Documents Register – a survey of the manors owned by Burton Abbey, which dates from between 1114 and 1128, including information extracted from Domesday Book, written in the same script.

Staffordshire Record Office accessions

We have continued to receive the usual wide variety of records reflecting all aspects of Staffordshire life. This year has seen a wide range of material type across all accessions.

The Charity Commission has been transferring items that belonged to former local charities. The highlights of the latest accession (7351) are a vestry minute book for Cheddleton parish dated 1820-1883, a large and very detailed Inquisition into charity lands at Church Eaton dated 1639 (before a sworn jury of "good and lawful men" of Staffordshire), a will relating to Sheen Free School in the 18th century, and two church record books for Tamworth Baptist Chapel 1797-1864 including a rare register of births and namings of children. Other charity records have come from Barton-under-Needwood including records of "garden allotments", the rents for which were distributed to the poor (D7383).

We have taken in old clients' papers from Gardners solicitors of Rugeley, consisting of title deeds and personal legal documents (D7378). Some of the deeds date back to the 17th century, while the personal items range between probate matters, small business agreements, and adoption.

Other title deeds this year relate to lands in Cheadle, Tamworth, Great Wyrley, Marchington, and Tillington (D7355, D7392, 7373, 7389 and D7365 respectively). The Great Wyrley deeds include a will bequeathing a set of tea-making "equipage" in 1798. We also received a curious agreement in which an "expensive and burthensome" woman has been forced to surrender the lease of her cottage to the overseers of Maer in 1778 (7391).

We have received two primary school collections: admission registers for Henry Chadwick School in Mavesyn Ridware, 1915-1997 (D7360), and various records for Rushton Spencer including log books, admission registers and photographs, 1876-2001 (D7398), the latter admissions including notes about war service and evacuees. Records of the Rushton and Horton "home-coming" gift to WWII service personnel are also preserved in this school collection, listing names and units in which local people served.

Also relating to the wars, we received a set of family papers which included recipes and food information from a cookery teacher in WWI, and material about buildings used for war and emergency purposes in WWII (7376).

Two former County asylums are represented across three accessions of records: 1940s staff records for Burntwood, which during the Second World War was a vast Emergency Hospital with nearly 900 staff (7370); for St George's in Stafford we have two further casebooks which have undergone conservation work (7369), and miscellaneous administrative records including items relating to WWI service patients, WWII air-raid precautions, and an activities scrapbook from the 1980s (D7386). The latter accession also includes some miscellaneous items from the former Stone workhouse including WWI dietary tables.



Nineteenth century Anglican parish registers have continued to be deposited by local churches, from Biddulph Moor, Croxden, Denstone, Kings Bromley and Newborough (D7371, D7205, D7366, D7367 and D7368 respectively). We also took in a copy of the Wombourne tithe map and award (D7372), and a large collection from the Cannock Team of Churches (D7394). Nonconformist churches were represented by additional deposits for the Staffordshire District of the United Reformed Church (D7356), Armitage Congregational (later URC) chapel, Weston Methodist Church (D7387), and the Quakers (D7396).

We continue to be grateful to local historical societies who facilitate deposits. This year we received local deeds through Great Wyrley History Society (7373), hospital staff records (as above) from Burntwood Chase Heritage Group, Cheadle mining drawings from Blythe Bridge, Forsbrook and Dilhorne History Society (D7395), recent minutes from Staffordshire Archaeology and History Society (7400), and from Betley History Society we took in letters written by Thomas Fletcher Twemlow to his mother at Betley Court, 1840-1842 (7402).

As usual, the interesting oddities that appear continue to surprise us. This year we have taken in a 1916 pamphlet "How to rear a baby" (7382), a letter about a Russian snuff-box previously owned by Emperor Alexander I of Russia in 1814, a friend of Sir Charles Bagot (D7350), and a group of very miscellaneous items including a Christmas goose, a dog

cart, and a barrel of bees (7374). Perhaps the most curious are papers illustrating the early years of NHS dentistry, including claims for lost or damaged false teeth with detailed letters of explanation about house fires and various accidents (7361), which were found in a shop attic in Stafford during renovation.

Staffordshire County Council accessions

County Council accessions this year included minutes of various committees, school governors' minutes and the new sealed Rights of Way documents. The most exciting official accession was for the Police Collection, a 'defaulters register' which records the misdemeanours of Police Officers, 1904-1923, and the punishments they were given. The majority of offences were drink-related, including a case of dismissal for an officer suffering from delirium tremens and another officer passing water in the mess room fire grate (surely drink related?). As the volume covers 1914-1918 a number of wartime issues arise such as theft of food from a Military Camp, supplying beer to a soldier, insulting a lady tram conductor, and black marketeering.

:

Date	No of report	Rank	Class	Name	Off	Nature of Offence	Name of Officer reporting	Decision
35	PC	1		Smith, Geo. Wm	B	Dissatisfactory transaction over a pump.		To be removed at his own cost
Nov 30	39	PC	1	Jagg, Mr Wm Woodley	A	Absent from a fire pump point	Parsons, John Sergeant	Fined 10/- 30. 11. 15
Dec 1	40	PC	3	Bourne, Alfred Hoare & son	B	Drunk on duty	29 Nov 15 Morley, John Sec & collector	Fined 7/6 1. 12. 15
Dec 20	41	PC	1	Evans, Ernest Thomas Methwain	A	Drusing insulting language to a Lady Tram Conductor	Dec 18 Blott, Samuel Sergeant	Fined 5/- & to be removed 20. 12. 15
Dec 24	42	PC	1	Ankers, Will. Hy. & Academy Street	A	Drinking in a Public House whilst on duty	15 Dec 15 Johnson James Superintendent	Fined 5/- 24. 12. 15
Dec 28	43	PC	1	Nale, Albert Chesterton	C	Drunk in his house when he should have been on duty	24 Dec 15 Sadder, R. P. Sergeant	Fined 7/6 28. 12. 15
Dec 29	44	PC	1	Handy, John Smidley House	C	Using provocative language to his Sergeant	25 Dec 15 Owen Charles Sergeant	Fined 5/- to be removed 29. 12. 15

This volume compliments an earlier register which is indexed on the Staffordshire Name Indexes website. The new volume has now been indexed and will be added to the Name Indexes website in 2015.

Lichfield Record Office

Lichfield Record Office received a wide range of records this year, from sources old and new. The Diocese and specifically the Diocesan Registry has always been the prime source for deposit of records in Lichfield. This year, we took in recent Consistory court registers 1962 to 1997 and episcopal register 1988 to 1994 both the most recent examples in long runs of records, stretching back to 1524 and 1296 respectively. We also accepted minutes and closure files from the diocesan Redundant Churches Uses Committee 1988

to 2006 and further diocesan Pastoral Committee minutes for archdeaconries 1992 to 2009.

Education records were well represented this year too. The diocese celebrated in 2011 the 200th anniversary of the creation of the National Society for Promoting Religious Education which aimed to provide schools for poor children by founding a church school in every parish. A project invited current diocesan church schools to create a school log and the results for 49 schools from Bilbrook to Yoxall are now deposited with us.

From one specific school, Lichfield St Michaels CE school this year deposited its old school log books from 1869 onwards and admission registers from 1904, a key record for looking at the life and activity within a local community.

Local clubs and societies are still a fruitful source of deposits. In the case of Lichfield Festival, we received additional records from 2008 onwards, adding to sequences of records already held. St Johns Lodge of Lichfield, which had previously deposited records from the current Lodge (no 1039, starting in 1864) found earlier volumes for a previous incarnation of the lodge from 1833 (no 431) and deposited those too.

Finally, from a private collector in Oxfordshire, we received a gift of papers (built up by purchase at auctions and from a dealer), largely title deeds, relating to the estates in and near Lichfield formerly belonging to the family of Dr John Floyer, the 17th century medical pioneer, who introduced the practice of pulse rate measurement and worked in Lichfield, and his descendants.



Stoke on Trent City Archives

New Accessions:

The past year has seen a marked increase in the accessioning of local business records at Stoke-on-Trent City Archives. We have added many records relating to the pottery industry to our holdings, such as further records of the British Ceramics Confederation and predecessor bodies Collection (SD 1671). We have also received the Research papers, correspondence, photographs and slides of K. David Richardson relating to G. F. Bowers and Co. (pottery manufacturer), Tunstall, 1970s to 1990s (SD 1675); a trade Catalogue for Thomas Dean and Sons Ltd., Potters of Black Works, High Street, Tunstall, circa 1937 to circa 1947 (SD 1681); and a Trade Catalogue for Barker Brothers Limited, Meir Works, Longton (manufacturers of China and Earthenware), circa 1922 (SD 1697).

In October we received an unusual item, a Pottery Turner's Album, dating between 1890 and 1892 (SD 1684/1), we hold very few records of turners so it is an interesting addition to our holdings. A basic definition of a turner's role in the pottery production process is to turn the dried clay ware to the required outline before firing. This volume was William Millward's personal Pattern Book/Album; he was employed as a turner at the Doulton Factory in Burslem. He used this volume as a reference, to record measurements for items he had worked on as well ideas for new products, variations and improvements. It contains

printed and hand drawn shapes for a whole array of items, everything from vases and jardinières to milk warmers, teapots and toilet ware. This large volume was in a very fragile state when it arrived with us, but thanks to the skilful work of Archive Service's Conservation Team it is now available for consultation. The work of the Conservation Team on this volume was reported as several Conservation Face Book posts.



Pottery Turner's Album, 1890-1892 (SD 1684/1) before and after conservation work.

We have purchased a very attractive Pattern Book of Art Deco pottery (SD 1685) dating between 1936 and 1939, but we have been unable to identify the factory from which it originated, all we have been able to establish is that it would have been produced by a substantial company as they produced hotel ware, badged ware and for home and export markets. Another purchase included two more pattern books, a Samuel Alcock and Co. Pattern Book and a further unidentified pattern book (SD 1687), from the collection of the noted ceramic historian Geoffrey Godden.

Moving forward in time to the Second World War, we were pleased to receive a Plan of Messrs. Booths Ltd., Tunstall Amended Scheme of Air Raid Shelters, produced by Ford and Slater Architects, Burslem dated 1939 (SD 1679); and also 'The Adventures of a Nobody in the WAAF, 1941-1946' by Jean Butler (nee Wright) and family history of the Wright family (SD 1691), it is a war time account of a Potteries girl who began her war work distributing gas masks in Newcastle-under-Lyme, working in a canteen serving soldiers tea and as a bank clerk in the Clearing House of Banks which had been evacuated from London to Trentham Hall; she then joined the WAAF, eventually becoming a Cypher Officer. This account documents her wartime experiences in North Staffordshire, Scotland, Cornwall, Manchester, the Wirral, Egypt and Cyprus.

Michelin Collection (SD 1680) and Michelin Volunteer Project:

Throughout the year the Archives worked closely with the Heritage manager at Michelin Tyre plc to arrange and package the extensive records of the British branch of the company onsite at the factory. This work culminated in December 2014 with the deposit of the archive at the City Archives. The highlights of the collection are the Michelin guides and maps, the company magazine Bibendum and thousands of photographs the factory site, apprentices, retirements and events. A volunteer group consisting of former and current Michelin employees have just begun listing and indexing this material. We intend that this is the beginning of an enduring relationship with the company, which has many

links into the social, sporting and industrial history of the city. We hope it will also serve as a model for future collaborations with archive holders around the county.



City Archivist Chris Latimer and Corporate Image Specialist & UK Heritage Manager Christine Reynolds with an item from the Michelin Collection.

Cataloguing Progress

Embedding new practices

The new approach to meeting backlog targets by obtaining grants and training volunteers to assist professional staff is now embedded and continues to yield results.

Archive Service professional staff continue to coordinate work on the Bradford Collection and catalogue sections which demand professional skills and knowledge. This year a further 1,239 new catalogue entries were added to Gateway to the Past, mainly manorial records to tie in with the Staffordshire Manorial Documents Register project. The collection now has over 13,000 entries online with a further 6,000 draft entries in preparation. Our success in attracting grant funding for this large collection helped us to gain a further grant from the Clothworkers Guild for conservation work.



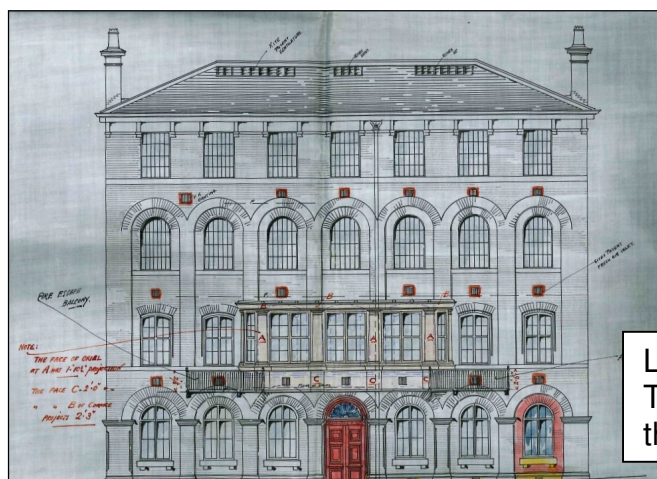
Volunteers and the Bradford Collection: This year Dorothy Lloyd has done sterling work in identifying the family photographs of people and places, which will enable us to add them to the catalogue more quickly. June Ellis continues to transcribe the family letters, including the Waterloo letters, which she helped to advertise locally. A group of volunteers from Weston Park visited the Record Office in November, including Joy Pownall, who is

now indexing servants' wages books. We continue to liaise with the Weston Park Foundation regarding staff development and research.

New approach enables students to contribute to backlog reduction

For the first time this year we have trained students on placements in the use of CALM cataloguing software in order to save staff time in importing and editing their work. While time-consuming initially, the trials showed that for long placements this is time-efficient and we plan to roll the training out with selected volunteers next year. Straightforward

collections in the backlog have been identified as suitable projects and some 790 descriptions of building plans from the district council collections have been added to the catalogue with the help of students from Keele and Staffordshire Universities. The example of this work will be used in framing our application for another cataloguing grant next year.



Leek Liberal Club by Larnar Sugden. The floor plans show social rooms and the club's own print works.

In all, including the work on the Agents of Change Project, the backlog has been reduced by 12% with 6,417 catalogue entries added to Gateway to the Past.

Preparation is underway for two new grant applications: the first to the Wellcome Trust, a potential new source of funding for the Archive Service in April; and the second to the National Cataloguing Grants Programme in May.

Potteries Pre-Federation Local Authority Records Cataloguing Project

A catalogue listing the Potteries Pre-Federation Local Authority records (SA/LG) is now available on our on-line catalogue Gateway to the Past thanks to the dedicated work of volunteer Becci Rushton with the assistance of archivist Louise Ferriday. These are the records of the local authorities of Tunstall, Burslem, Hanley, Stoke-upon-Trent, Fenton; Longton and Smallthorne. Many of these records are the only surviving contemporary chronological account of the development and improvements made in what is now the City of Stoke-on-Trent from the mid-19th century to the early 20th century; they also tell us about buildings and institutions that are often long gone. These early local authorities (which include the Commissioners, Local Boards of Health, Burial Boards, and Borough and District Councils) started with few powers but by 1910 were responsible for everything from collecting rates to sanitation (including the control of contagious diseases), the generation and distribution of electricity to the City, dealing with burials resulting in the opening of civil cemeteries, firefighting and policing (in the form of Watch Committees).

Services to the County Council and other Public Bodies

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.

Figures for the previous year, 2012/2013, are given in brackets.

Number of deed packets retrieved and issued 1,214 (1,223)

Number of new deed packets accessioned and indexed 595 (468)

Number of requests for information from deeds and minutes taking more than 15 minutes: 13 (19)

Volumes of SCC committee minutes catalogued 14 (40)

Sets of School Governors' minutes catalogued 338 (139)

Under the Public Records Acts, the County Archive Service provides a storage and retrieval service for the Staffordshire magistrates' courts and the two HM Coroners in the county. In the course of the year, there were 12 (2) individual retrieval requests for previous conviction information from the Stoke-on-Trent Justices Clerks Office.

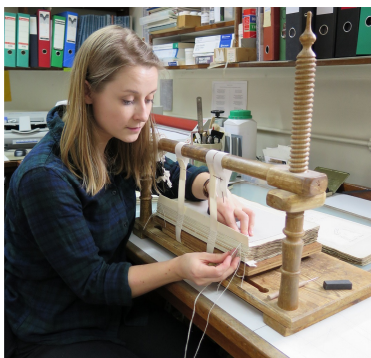
Preservation and Conservation

The Conservation Section completed a very productive and varied programme of conservation work for the year.

Conservation

The conservation team deliver a programme of work across the three offices in the Archive Service and also the William Salt Library. As part of the Staffordshire Record Office programme there are two specific collections being worked on to support current and past grant funded projects:

- **Sutherland Collection Conservation Programme.** This is the second year working of on the map collection. 46 maps were treated, being cleaned, flattened, lined and infilled in missing areas as required. To improve their long term preservation and to aid access, all were stored hanging in map cabinets.
- **Bradford Collection Conservation Programme.** The Bradford programme has received a considerable boost from the Conservation Internship. It is designed to give training and experience in both theory and practice of conservation to archive collections and our intern Jenny Snowdon started in September 2014. She is an MA graduate in conservation from the University of the Arts London, specialising in archive material. She worked for nine months at the National Archive before coming to Staffordshire Archive Service. The first few months saw intensive training for Jenny from our Senior Conservator on the treatment of parchment and paper based documents and archival book bindings.



Jenny is now competent in most forms of treatment and is making good progress on some of the most badly damaged items in the collection with the purpose of making them accessible to users of the Archive Service. She has made a significant contribution to the number of items treated by the conservation section over the six months she has been with us. She is also conducting a box by box preservation survey of the collection, this will be an invaluable tool to help inform our conservation and preservation programmes in the coming years.

- **Stoke on Trent City Archives Conservation Programme.** A wide variety of material has been conserved this year including, maps, plans and volumes including an important Throwers pattern book from the late 1800's.

Exhibitions and outreach

Both conservators have worked with archivists to mount and prepare several exhibitions throughout the year:

- Displays produced of the original Congreve WWI 'Truce letter' for SRO Reading Room, also facsimile copies of the letter for both The National memorial Arboretum and for Stowe-by-Chartley Church.
- For County Buildings; 'A Revolution in Roads' and 'Staffordshire Remembers' (WWI).
- For Staffordshire Record Office Reading Room The Fauld Explosion (WWII), Music in the Archives.

The conservators also provided the popular papermaking activity at the Roadshow in Codsall.

Conservation statistics

Paper leaves treated	1805
Parchment membranes repaired	31
Maps and Plans repaired and bound	81
Volumes Bound	27
Items mounted for Exhibition	93
Items encapsulated and laminated	200
Miscellaneous items treated	44
Seals	3

Developing skills in the conservation field

The Senior Conservator is an instructor on the Archives and Records Association training scheme for Conservators.

- April 2014, under the ARA training scheme for Conservators, Tony King from Essex Archive Service, received one week training in 'Book Conservation'.

- August and September 2014 Margaret Brooks from Pembrokeshire Archive Service, received four weeks training in Paper Conservation.
- August 2014, the Senior Conservator gave a presentation on 'Ethical challenges in the treatment and binding of archival volumes', to the annual conference of The Archives and Records Society.
- September 2014, both Conservators gave a one day training session to Yuki Russell of Norfolk Record Office on the treatment of Iron Gall Inks.
- September 2014 saw the start of the internship programme for conservation of the Bradford collection, training was given to Jenny Snowdon on parchment and paper conservation.

Conclusion

The Archive Service has had a very busy year and some challenging projects. It has continued to harness the support the volunteers can offer to enhance the work that the Service can achieve. A new approach continues to be used to tackle the backlog of uncatalogued collections using a mixture of professional supervision, grant funding and volunteer support.

The Staffordshire Appeals project has attracted a large number of new volunteers to the Service who are delivering a wider range of activities than originally envisaged with the project. The launch of nearly three million archive records online with Find My Past was a really significant step for future access to popular family history records.

Developing the new vision was a very significant piece of piece of work which will set the direction for the future. The Service has started to re-examine they way it works with partners to move towards 'Active Partnership' where volunteers, groups, Friends and users are involved in developing and delivering aspects of the Service. Despite the setback on the first HLF bid in 2014 there is now renewed vigour around the project and, most importantly, many more groups involved in creating the vision and appraising the options for delivery. In December 2015 a new bid will be submitted which will hopefully succeed in 2016.

Joanna Terry
Head of Archives & Heritage, June 2015

Appendices

1. Public service statistics, local performance indicators and charter targets, 2014/2015
2. Statistics for use of online resources, 2014-2015
3. Acknowledgements

Part 1
Public Service Statistics – Financial Year 2014 /2015 (2013/2014 in brackets)

	STAFFORD	LICHFIELD	STOKE	BURTON	TOTAL
PERSONAL USE OF ARCHIVE SERVICE					
Total number of individual visits	6,490 (7,309)	2,558 (3,331)	3,171 (3,651)	262 (334)	12,481 (14,625)
Total number of new registrations and renewed registrations	615 (751) 201 (241)	235 (307) 145 (130)	124 (161) 94 (111)	N/A N/A	974 (1,219) 440 (482)
Total number of documents produced	11,397 (12,578)	7,516 (10,537)	1,349 (1,550)	N/A	20,262 (24,665)
Total number of Ordnance Survey maps produced for consultation	1,541 (1,801)	Not applicable	452 (828)	26 (9)	2,019 (2,638)
Total number of local studies items produced for consultation	Not applicable	Not applicable	1,766 (2,089)	162 (288)	1,928 (2,377)
Total number of microfilms/ fiches/CDRoms consulted	10,251 (16,071)	1,284 (3,095)	12,716 (18,794)	652 (836)	24,903 (38,796)

DISTANCE USE OF ARCHIVE SERVICE

Total number of postal enquiries	129 (184)	44 (52)	22 (21)	N/A	195 (257)
Total number of email enquiries	2,054 (2,315)	1,051 (1,111)	601 (758)	N/A	3,706 (4,184)
Total number of telephone enquiries	2,716 (3,251)	1,371 (1,805)	1,566 (1,773)	Not recorded	5,653 (6,829)

REPROGRAPHICS SERVICES

Total number of photocopies/ microprints supplied and total number of orders (including scanning)	1,395 (2,634) 400 (480)	6,776 (6,900) 744 (750)	458 (219) 83 (77)	N/A	8,629 (9,753) 1,227 (1,307)
Total number of duplicate fiche supplied and total number of orders	52 (1,341) 1 (15)	Not applicable Not applicable	Not applicable Not applicable	N/A	52 (1,341) 1 (15)
Total number of photographic orders	100 (77)	Not applicable	Not applicable	N/A	100 (77)
Total number of annual photographic permits issued	12 (14)	7 (7)	3 (2)	N/A	22 (23)
Total number of daily photographic permits issued	270 (261)	153 (168)	30 (36)	N/A	453 (465)
Total number of self-service microprints	1,136 (1,062)	430 (430)	N/A (N/A)	N/A	1,492 (1,492)

RESEARCH SERVICES

Total hours of research for the public and total number of orders	162.75 (194)	62 (94.5)	11.75 (13)	N/A	236.5 (301.5)
	262 (228)	94 (104)	11 (6)		367 (338)

ONLINE USE OF ARCHIVE SERVICE

Total number of webpage visitor sessions	Not applicable	Not applicable	Not applicable	N/A	74,912 (69,614)
Total number of visitor sessions to online catalogue	Not applicable	Not applicable	Not applicable	N/A	134,340 (132,230)
Total number of visitor sessions Staffordshire Places website	Not applicable	Not applicable	Not applicable	N/A	19,682 (16,446)
Total number of visitor sessions on Staffordshire Name Indexes website	Not applicable	Not applicable	Not applicable	N/A	21,442 (23,068)

Find My Past

Number of users who viewed a Staffordshire record					35,245
Number of Staffordshire records viewed.					552,271

Figures this year are Jul14 – Jan 15.

OUTREACH ACTIVITY

Total number of attendees at Archive Service events	Not applicable	Not applicable	Not applicable	N/A	3,709 (3,693)
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Total number of volunteer hours N/A 7,429
(6,266)

Part 2
Performance Monitoring against Charter Targets– Financial Year 2014/2015 (2013/2014 in brackets)

		STAFFORD	LICHFIELD	STOKE	BURTON
Postal / email enquiries (simple)	Reply within 5 working days	100% (100%)	99% (100%)	98% (98%)	N/A
Postal / email enquiries (complex)	Reply within 20 working days	100% (100%)	100% (100%)	100% (100%)	N/A
Photocopy orders	Reply within 8 working days at Stafford	100% (100%)	93% (88%)	100% (100%)	N/A
	Reply within 6 working days at Stoke				
	Reply within 8 working days at Lichfield				
Document production	Within 20 minutes	99% (99%)	95.4% (95.3%)	100% (100%)	N/A
Accession receipts	Sent out within 12 days	100% (97%)	95% (96%)	100% (100%)	N/A

Archive Service Local Performance Indicators 2014/2015

Local performance indicator	Outturn 2013/2014	Target 2015/2016	Outturn 2014/2015
Use of Archive Service			
1. Usages of the Archive Service - Personal visits - Online visits - Email, postal and telephone enquiries and orders	282,991	320,000	334,193
Engagement with the Archive Service			
2. Attendances at - Events and celebrations - Talks by our staff - Educational and community group visits to our offices	3,693	3,500	3,709
3. Number of volunteer hours	6,266	7,000	7,429
Customer satisfaction			
4. Percentage of users expressing satisfaction with overall services and facilities (= very good/good survey marks)	99%	99%	100%
Collecting activity			
5. New archival collections and unconcluded negotiations with donors or depositors	222	220	212

Acknowledgements

Without the support, dedication and sheer hard work of our staff and volunteers the Archive 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 2014-2015.

Staff

Staffordshire Record Office: Matthew Blake, Sarah Charlton, Rachael Cooksey, Ben Cunliffe, Hannah Dale, Howard Dixon, Andrew George, Tim Groom, Cara Hughes, Rebecca Jackson, Beryl Jones, Sue Lynch, Catherine Nichols, Richard Nichols, Julie O'Neill, Marie Rayson, Jenny Snowden, Liz Street, Bev Sutherland.

Lichfield Record Office: Sue Bates-Hird, Kevin Briggs, Anita Caithness, Jenny Lewis, Henrietta Martinez, Joanne Peck.

Stoke on Trent City Archives: Liz Cooper, Louise Ferriday, Chris Latimer, Moira Lewis, Mandy Pover.

William Salt Library: Dominic Farr.

Volunteers (118)

Phil Adams, Judy Aston, Georgina Atterbury, John Babb, Kerry Baily, Gerry Barton, Margaret Beard, Bethan Beauchamp, Becky Colclough, Lauren Bedford, Richard Benefer, David Brass, Jan Bray, James Brough, Patrick Brough, Pat Brown, Ann Bugge, Quentin Butler, Margaret Butters, Mary Carpenter, Andy Carver, Adrian Chetwynd-Talbot, Val Cooper, Douglas Crump, Jenny Crump, Hannah Dale, Martin Elkes, Nesta Farrow, Ann Fisher, Betty Fox, Val Gannon, Callum Gater, Judith Gilbert, Sue Gregory, Jim Hadlow, Samantha Handley, Claire Hannon, Chris Hassall, Sandra Hassall, Kay Hay, Christine Hill, Diana Hill, Caroline Hillman, Diane Hitchcock, Val Hollins, Barbara Hughes, Ruth Humphreys, Emily Huxley, Sonia Johnson, Bob Jones, Graham Jones, Lesley Jones, Vicki Justin, Lauren Kay, Nicola Kent, John King, Janet Kisz, Randle Knight, Susan Large, Barry Laver, Mary Leather, John Leech, Martin Livette, Dorothy Lloyd, Matthew Lord, Di Lote, Julia McBride, Charlotte McDermott, Paul Meller, Christine Millard, Christine Miller, Alison Mitchell, Irene Moir, Mavis Moore, Linda Moseley, Ben Murphy, Kathy Niblett, Christine Norman, Lyn Norman, Neil Norman, Roger Osborn, Wendy Osei-Annor, Denise Peel, Mary Phillips, Adam Pover, Joy Pownall, Liz Preedy, David Prescott, David Price, Glenys Richards, Ceris Roberts, Dave Rogers, Sue Rowley, Becci Rushton, Ruth Shaw, Rose Sawyers, Matthew Sharman, Jacqui Simkins, Allison Smith, Stephen Smith, Norma Squire, Charlotte Stafford, Margaret Strachan, Ann Sumner, Jim Sutton, Jan Tasker, Wendy Thain, Tom Thornton, Richard Totty, Penny Twibill, Anne Wenlock, Alex Whewall, Heather Wilhelms, Ray Wilson, Vicky Wood, Barry Woodside, Pam Woolliscroft, Natasha Yardley.

Friends of the Archive Service (FoSSA)

Our thanks to the committee and members for their support throughout the year: Paul Anderton, Dianne Barre, Faith Cleverdon, Andrew Dobraszczyc, Sue Gregory, Val Gannon, Malcolm Price, Glenys Richards, Pam Sambrook, Jim Sutton, Richard Totty.

The Friends launched a fundraising campaign last October to digitise the Staffordshire Tithe maps and so far have raised over £5,500 towards the £20,000 target. Sue Gregory and Richard Totty also represented the Friends at project meetings and workshops to develop a new vision for the Archive and Heritage Service.

Joint Archive Committee 2014-2015

Elected members of Staffordshire County Council: Mr Mike Lawrence (Vice-Chair), Mr Ben Adams (Vice-Chair), Mr Ian Parry, Mr Michael Greatorex,(Observer), Mr Mike Davies (Observer).
Substitute members: Mr Mike Lawrence, Mr Mark Winnington

Elected members of Stoke on Trent City Council: Ms Joy Garner (Chair), Ms Olwen Hamer (Chair).
Substitute member: Mr Adrian Knapper