

Local Members Interest	
Members' name	Electoral Division
N/A	

## Staffordshire and Stoke on Trent Joint Archive Committee 9 February 2017

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### Staffordshire and Stoke on Trent Archive Service: Annual Service Plan 2016/2017: 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 Deputy Chief Executive and Director for Families and Communities (Staffordshire County Council) and Chief Operating Officer – Resources Director (Stoke on Trent City Council)**

#### Reasons for Recommendations

2. The Archive Service has made very 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 2017 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, 2015-2025, approved by the Joint Archives Committee at its meeting on 26 March 2015. The key achievements for the year were:

- Successful stage 1 Heritage Lottery Fund bid for the Staffordshire History Centre project.
- Several successful grant funding bids for cataloguing collections
- Further success in gaining funding to catalogue and conserve the Minton and Doulton Archive.
- Heritage Lottery Funded project Staffordshire Appeals launched in June 2016.
- The service is represented on the new Archives West Midlands charitable organisation launched in June 2016.
- Online use of the service has continued to grow.
- Partnerships have strengthened and new ones have been formed.
- Volunteer numbers have been sustained with new projects starting

Areas for concern during the year have been:

- Focus on the Staffordshire History Centre project has delayed work on achieving Archive Accreditation.
- Only 82% of collections are stored in the correct conditions.
- Approaches for new collections have remained static.

A summary of performance is given below under each service demand.

**The Archives and Heritage Service is developed by an Active Partnership between Councils, users, depositors, partners, volunteers in all areas of the service including: funding, management and delivery.**

4. The work this year has focussed on strengthening existing partnerships, exploring and establishing new ones, and finding new ways to involve stakeholders in the development of the Service.

5. A Project Board and Project Team have been re-established to manage and deliver the Staffordshire History Centre project (SHC). Membership of the Project Team was reviewed with new members invited to join representing stakeholders in Lichfield.

6. Stoke on Trent City Archives has continued its partnership in connection with the acquisition the Michelin Company archives. As part of the negotiations for the deposit the Service agreed a cataloguing project working with current and former employees as part of their social responsibility programme.

7. Further grant funding has been gained to conserve and catalogue the Minton Archive and Doulton Archive. The successful Minton website continues to grow with new blog posts featuring items from the collection.

8. The Lancers Regimental archive was also deposited at Stoke securing funding and volunteers to enable the cataloguing of the archive to be completed.

9. With the completion of the Staffordshire Appeals project some volunteers ceased working for the service. However a number have been retained and new ones joined the programme to support new projects such as the Pauper papers group, digitisation group, cataloguing and other projects. The tithe award indexing project completed in the autumn with the launch of the index online. This represents over 2,400,000 entries and eight years of indexing by our volunteers. A truly amazing achievement!

**Archives and Heritage Service has been re-shaped and redesigned to encourage resilience, new ways of working and refocusing its delivery to the needs of users.**

10. The Service continued work on scoping a new delivery model for the SHC project. Permission to start the project was granted in September with work

commissioned to develop the Activity Plan, Conservation Plan, Fundraising and Business Plan and the design team for the new centre. In November a stakeholder engagement event was delivered with the Library and Arts Service on the Lichfield Library and History Access Point.

11. Work has continued on achieving the Archives Accreditation standard with submission due imminently. Overall satisfaction with the service remains high at 100%.

12. The Service has been successful in gaining grant funding to catalogue public health records (funded by the Wellcome Trust), and a collaborative doctoral award with Liverpool University focusing on flood and drought.

13. Annual conservation and cataloguing programmes have been successfully delivered increasing access to collections.

14. A range of events and activities have been delivered to engage people with the collections and take them out beyond the main buildings. These included:

- The Staffordshire History Day in May to coincide with the launch of Staffordshire Day.
- Staffordshire Appeals launch and touring exhibition
- Onsite exhibitions.

15. Work on delivering more resources and services online has continued. Supporting this work internal training for staff and volunteers has been delivered on collections and our cataloguing software. 92% of archive collections have at least a collection level description online and 82% are stored in the correct conditions.

**Archives and Heritage Service has diversified its users, stakeholders and collections. This has resulted in increased visibility and understanding of the service by the public and increased levels of new users. People are proud of the Staffordshire History Centre.**

16. Approximately 3,300 people attended talks and events provided by the service both on site and at other venues. The programme of events for the WW1 Centennial continued with the Battle of the Somme film shown alongside '14' poetry and animations installation. The Staffordshire Appeals exhibition has toured to six venues since it launched in June 2016. The service supported exhibition at Cannock Chase Museum.

17. Learning work has continued with support for local schools by offering placements and support for projects. Three classes of students from Keele University have been hosted at Staffordshire Record Office. Three partnership study days have been held and two new communities have been supported to raise awareness of their history. 25 talks have been delivered and exhibitions have visited 13 venues.

## **The Archives and Heritage Service shares knowledge on new ways of working with other services.**

18. During the year the Archive Service has been represented on a new charitable organisation, Archives West Midlands(AWM), which launched in June. AWM represents archive services in the West Midlands and is supporting projects to widen participation with collections and promote the member services.

19. A case study on the WW1 Centennial and place making has been accepted by the Chief Culture and Leisure Officers Association. Training and volunteer support has been provided throughout the year including sessions delivered by Keele University. The Service has supported the Chase through Time project to document the history of Cannock Chase.

20. Across the Archive and Heritage Service 83 organisations have been advised or supported.

## **Archives and Heritage Service has increased its activity online and is delivering more services online.**

21. The Gateway to the Past online catalogue has been upgraded with a new search interface. The new format allows certain collections to be featured and simplifies the search options.

22. The Staffordshire Name indexes website was also extended with additions to existing databases and the launched of the Staffordshire Military Tribunal Appeal papers index and the Tithe Award Index.

23. Social media use has continued to grow and it is used to promote all aspects of the Service, from new online collections to involvement with consultation. Targets for writing posts have been exceeded.

25. The programme of digitisation with Find My Past has continued and scoping work started to add new material in 2017.

## **Local Performance Indicators**

24. The targets for the performance indicators were presented at the Joint Archive Committee on 16 June 2016. The figure for usages of the Service is predicted to be 1,069,714, 5% above the outturn for 2015/16.

25. Attendances at events have increased compared to last year from 2,840 to 3,350, an increase of 17%.

26. The number of volunteer hours is set to exceed the previous year's figure by about 4%. The Staffordshire Appeals project accounts for part of the increase and the retention of some volunteers onto new projects during the autumn.

27. The annual customer survey was carried out in October 2016. Customer satisfaction overall was 100% for the whole service.

28. The target for approaches to acquire new archive collections is predicted to be just under 212. This is a similar figure to previous years.

## **Conclusion**

29. Overall the performance of the Archive Service has remained consistent with four out of five performance indicators likely to exceed target. The Service has continued to work with partners and stakeholders about new models for the delivery of the Staffordshire History Centre. The development of this project will be the focus for the Service in the coming year.

## **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 has delivered its work within existing resources and utilised grant funding to help improve access to collections.

### **Risk implications:**

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

### **Climate Change implications:**

The growth of online services has resulted in more remote use compared to physical visits.

### **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 2015-2016

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Appendix 2 Summary of Performance to Service Delivery Plan  
Appendix 3 Local Performance Indicators